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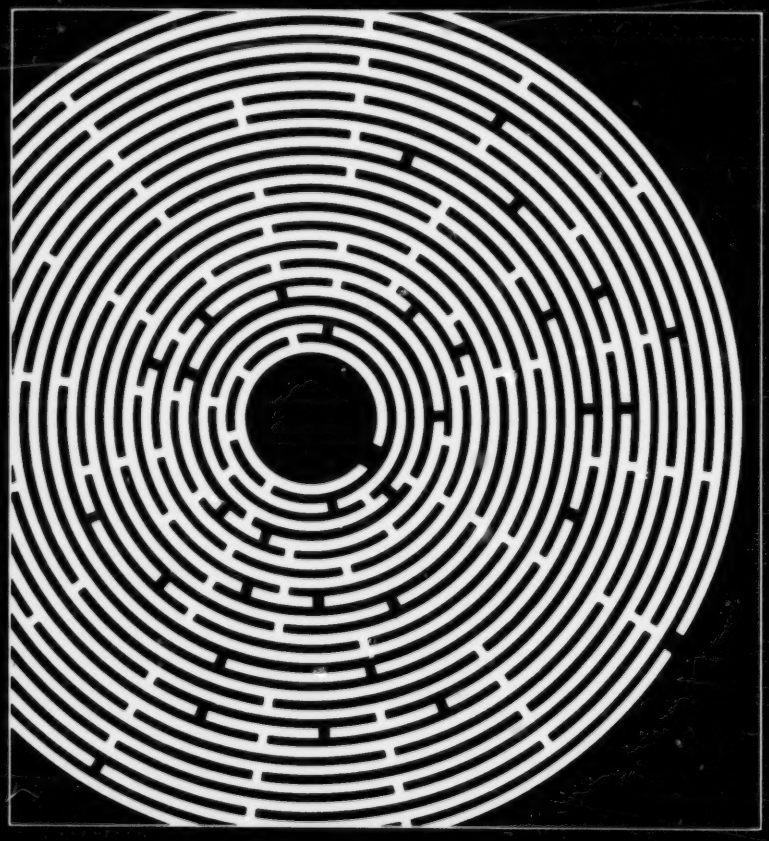
A Guide for Settlement Service Workers:

How to Use Community and Government Services



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A Guide for Settlement Service Workers:

How to Use Community and Government Services

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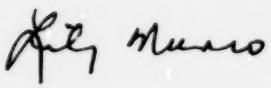
Letter from the Minister

The Ministry of Citizenship and Culture is pleased to contribute **A Guide for Settlement Service Workers: How to use Community and Government Services** to existing resource material in the expanding field of immigrant settlement work. In responding to needs identified by workers in the field, its contents owe much to your input.

Ontario has benefitted greatly from the support that settlement workers have provided to its diverse population. This guide is intended to assist you in your ongoing efforts to help newcomers take their rightful place as citizens of this province.

I extend my thanks to you, and wish you continued success in your important work.



Lily Munro
Minister

Acknowledgments

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We would like to acknowledge Burt Perrin Associates who undertook the research and writing of the manual, and Larissa Cairncross who was responsible for the final editing.

Please note that the information contained in the manual is accurate as of December 1986. The relevant agencies should be contacted for more current information.

Diana Abraham
Coordinator
Newcomer Integration Training

Chapter I

Introduction

Chapter I

Introduction

One of the major functions of counsellors working with immigrants is to help them obtain services they need from government and community agencies.

It is not always easy to get good information about programs and application procedures, and other agencies may not always appear sensitive to the needs of immigrants.

The purpose of this Guide is to assist settlement service workers and other counsellors to be effective advocates for immigrants helping them utilize the services to which they are entitled. Specifically, it attempts to provide direction on:

- how to know what information may be available
- how to find it
- how to use it most effectively on behalf of immigrants.

The Guide's many different suggestions are based upon three main premises:

People Relate to People

Develop a personal relationship, if possible, with people you deal with. A sympathetic manner will help to ease the flow of communication between you and your contact.

Help is Available

It is easy, working in a busy agency, to feel that you are alone in what you are doing. Faced with a heavy case-load and constant demands, with insufficient resources at hand to cope, you may feel overwhelmed and isolated. But there *are* sources of help, many of which are identified here.

Don't Give Up

If you are unsuccessful at first, keep on trying. Some courses of action are suggested.

Structure of the Guide

The areas covered are:

- the structure and organization of government and some of the different functions of each level (Chapter II);
- identifying contacts and developing relationships with others which will facilitate your work (Chapter III);
- effective ways of requesting information and services from government and community agencies (Chapter IV);
- steps to take when difficulties arise, including:
  - informal appeals to supervisors and higher officials (Chapter V);
  - formal appeal tribunals and how to use them (Chapter V);
  - sources of help and information (Chapters VI and VII).

Chapter VIII provides some suggestions for organizing and managing information. Chapter IX outlines some relevant features of the Canadian cultural context. Chapter X briefly discusses approaches to social advocacy, for situations when the same issues or problems repeatedly affect many people. Finally, Chapter XI summarizes the entire contents.

Chapter II

The Structure and Operation of Government

Chapter II

The Structure and Operation of Government

Using Knowledge of Government to Help Immigrants

"Government" is often seen as large, anonymous and hard to understand. But government consists of different parts – and people – many of which may be more accessible than is generally realized.

There are three levels of government – federal, provincial, municipal. Within each level there are different ministries or departments, which consist of a minister, various branches and sections, and numerous staff at differing levels.

Thus it is misleading to view "government" as a single entity. Like any organization, it is a collection of many people who have different responsibilities and levels of authority.

Knowing which part of government does what is part of your role as a counsellor or advocate. It is important to reach the right individuals who have the information you require, and are in a position to provide the help you need. Sometimes, especially in complex situations, you may need to approach more than one person in different parts of a government department. For example, you usually speak with a front-line official when initially requesting services. At another stage you might need to speak to someone "higher up".

A detailed understanding of the structure and operations of governments and who does what will enable you to be quicker and more effective in using the system.

Components of Government

Within the Ontario Government there are three divisions of power: the Executive, the Legislative, and the Judicial.

The Legislative Assembly

The Legislative Assembly (also referred to as Provincial Parliament or "the House") is responsible for making the laws of Ontario. It consists of elected Members, known as MPPs. MPPs are members of political parties. They spend much of their time in the Legislative Assembly discussing, debating and passing legislation. The opposition members review and criticize policies proposed by the Executive (the government in power), and suggest other ways of providing the public with the best possible service. The Premier and Cabinet are responsible to the Legislature and are dependent on the House for approval and appropriation of sufficient funds to allow the Government to put its policy and programs into effect.

MPPs can – and do – raise questions about anything regarding the administration of the province. This happens in particular during question period, when any MPP can ask a question of any Cabinet minister – for example, raising the case of a constituent for classification, public discussion, or further consideration. (See Chapter VII for more detailed information on this.)

Much of the work of MPPs takes place in committees. Committees consider proposed legislation in detail. They may also explore many other issues. Committee meetings are usually open to the public, and members of the public and special interest groups – such as community agencies – are encouraged to participate and present their views.

The Executive

The Executive Branch is composed of the Premier, Cabinet and the civil service. It is responsible for developing policy and delivering government programs.

The head of government, called the Premier, is the leader of the party in power.

The civil service is divided into Ministries, each of which is headed by a Minister, who is a member of Cabinet.

The Cabinet is made up of the Premier and the Ministers. It is responsible for running the government – setting government policy and priorities and for carrying out and enforcing the laws that the Parliament has passed.

In its capacity as the Executive Council, Cabinet also exercises the formal executive powers of the Crown. Orders-in-Council are formal decisions passed by Cabinet in accordance with its legislative authority and are signed by the Lieutenant Governor.

Cabinet also passes Regulations, which provide specific details regarding how Acts apply and have the force of law. These details can be very important. They can include, for example, eligibility requirements and application procedures. The Regulations for those laws which affect your clients can be found in the *Ontario Gazette*.

The Lieutenant Governor represents the Queen as Head of State or nominal head of Ontario. The Lieutenant Governor gives

Royal Assent to legislation passed by the Legislative Assembly, and must sign Regulations and Orders-in-Council approved by Cabinet. The Lieutenant Governor has a number of other largely ceremonial functions.

Ministries are each headed by a Minister. Ministers are politicians – elected members of Parliament and members of Cabinet. As the chief executive for a Ministry, a Minister is responsible for the programs administered by his/her Ministry. In practice, a Minister sets overall policy and direction of the Ministry, which the staff then implement. Ministers are also responsible for: recommending policy and Orders-in-Council to Cabinet, proposing new legislation to the Parliament, and answering questions regarding the expenditures and programs of the Ministry to Parliament.

Civil Servants

The role of the civil service is often not well known by people in the community. Most government officials that community workers deal with on a regular basis are civil servants, not politicians.

While the Minister, with the support of his or her staff, is responsible for policy *making*, policy *execution* – the delivery of programs – is the work of civil servants.

Civil servants are non-elected employees of the government. They are appointed on the basis of merit, not political affiliation. Civil servants do not change when there is a change in government.

The most senior civil servant is the Deputy Minister. The Deputy Minister is the chief administrator of the day-to-day operations of the Ministry, and also serves as the Minister's senior policy advisor. The Deputy keeps the Minister informed of what is happening in the Ministry and with the client or interest groups served by the Ministry.

Ministries can be complex in their organization, with many different divisions, branches, and sections. They may have hundreds or even thousands of staff, but they are all organized into two major functions.

The first function, the *policy level*, is responsible for developing and interpreting policy and regulations as set by legislation or by Cabinet. Staff at this level are responsible for looking at the effectiveness of various programs and recommending to the Minister and to the Deputy Minister the need for changes or for the development of new programs. They are also responsible for specifying criteria for who is eligible for various programs, and for developing application procedures. These staff usually work out of "head office" (Queen's Park in Toronto for most parts of the Ontario Government).

Other Ministry staff are responsible for *program delivery*. These people are responsible for actually delivering programs to the public in accordance with guidelines specified in legislation and set by others within the Ministry. These are the government officials you normally contact when requesting services for your clients.

The distinction between policy development and program delivery staff is important. The case worker, for example, whom you or your client may speak to, only has limited flexibility to interpret programs and eligibility standards. Generally speaking, the higher up in the organization, the more flexibility a staff person has in deciding about the "grey areas" of eligibility and in making special exceptions.

Table 1 presents a brief summary of the different roles and responsibilities discussed above.

The Judiciary

The Judiciary is the third division of power. It is independent of both Parliament and Cabinet. The Judiciary consists of courts which have the responsibility to judge whether or not a law has been broken. Courts also can decide if laws are being applied fairly and appropriately.

Amendments to the constitution of Canada were made in 1982. It includes a new Charter of Rights and Freedoms that is especially important for minority groups, including immigrants. The rights and freedoms guaranteed by the Charter include: democratic rights, fundamental freedoms, mobility rights, legal rights, equality rights, official language rights and minority language education rights.

The Charter has primacy over any other laws. It is up to the courts to interpret what this means in practice.

There are many courts, both at the provincial and at the federal level. The difference between criminal and civil court matters, as well as the role of the police, is briefly described in The *Newcomers Guide to Services in Ontario*, published by the Ministry of Citizenship and Culture. Your local community legal clinic

Table 1

Who Does What Within a Government Ministry

The Minister	- Elected MPP - Overall responsibility for the Ministry - Sets general policy
Deputy Minister	- Senior civil servant of a ministry - Responsible for administration and policy execution
Civil Servants: Policy Levels	- Develop and interpret policy and regulations - Usually work out of "head office" (most frequently Queen's Park in Toronto)
Civil Servants: Delivery Levels	- Responsible for delivering and presenting programs of the ministry - Act in accordance with guidelines set by policy staff and legislation and regulations - Usually work out of regional offices
Appeal Boards	- Independent of the civil service - Hear appeals and can overturn decisions of government officials - "Quasi" courts - Discussed in Chapters V and VI

(see Chapter VII), your public library and Community Information Centre will have further information.

Tribunals (or Appeal Boards, or Commissions) are not so well known as courts, but they may be more important to you in your role as an advocate for immigrants.

Tribunals are not part of the Judiciary. However, they act similarly to courts in many respects, and are often viewed as "quasi" courts. Tribunals can hear appeals and overturn decisions of officials regarding many programs and services used by immigrants. Bodies such as human rights commissions can order employers and others (e.g., landlords) not to discriminate.

Knowledge of Tribunals and Appeal Boards is essential in settlement work. Chapters V and VI discuss them more fully.

Different Levels of Government

The federal government, and to a lesser extent municipal governments, have very similar organizations to what has been described above for the provincial government. Names, however, are sometimes different. Table 2 compares some of these major differences.

Table 2

Levels of Government in Canada

	Levels of Government		
Position or Function	**Federal (Canada)**	**Provincial (Ontario)**	**Municipal (e.g. cities, towns)***
Head of State	Governor General	Lieutenant Governor	None
Head of Government	Prime Minister	Premier	Mayor or Reeve
Major Organizational Unit	Department	Ministry	Varies
Legislative Body	Parliament: - House of Commons (elected) - Senate (appointed)	Legislative Assembly (or Provincial Parliament)	Council
Elected Representatives	MP	MPP	Alderman, Councillor

*Some parts of Ontario (e.g. Metropolitan Toronto, Regional Municipality of Hamilton-Wentworth) have regional government. This adds another level of government at the local level.

While the organization of different governments is similar, areas of jurisdiction and responsibility are not. Different levels of government provide different services. Familiarity with who is responsible for what will enable you to direct your clients to the right source of assistance faster.

The next section discusses who provides useful programs and services.

Federal, Provincial, Municipal: Which Government Does What?

Canada has a federal system of government, with a division of powers between the federal and provincial governments. The areas which fall under the control of the federal government are those which tend to affect the country as a whole. Some of the areas of federal jurisdiction are: foreign policy, defense, national economic policy, unemployment insurance, postal service, immigration.

Provincial control covers those areas which directly concern residents of a province without extending into another province. For example, education, child welfare, highways and hospital care are dealt with on a provincial basis.

Municipal governments, unlike the provincial and federal government, have no direct constitutional powers. Municipalities can exercise only those specific powers given to them by the province. These do, however, concern key areas of service, such as public health, police, and planning.

For some areas (e.g., employment, income assistance), jurisdiction may overlap. Similar services may be provided by more than one level of government. This is the case for many social services needed by immigrants.

Table 3 provides examples of which level of government, and in some cases, which agency, is *primarily* responsible for a number of programs which may be of interest to immigrants. This is not a complete list – there may be additional sources of services in these and other areas. But this chart gives an initial idea of the range of programs available, and some notion of whom to call first.

[Chapter VII of this Guide lists sources of assistance and information which you can use for more information. Some of the directories listed there, as well as your contacts (see Chapter III), may give you leads to other programs and services.]

Table 3

Which Government Does What:
Examples of Some Common Program Areas and Responsibilities

Type of Program	Federal Government	Ontario Government	Municipal Government	Comments
Employment				
job placement services	Canada Employment Centres (CEC)			many voluntary agencies, as well as private agencies, can assist with job placements
job training and creation programs	CEC	Ministry of Skills Development	some municipalities may have some programs, or provide assistance to community agencies working in the area	many community agencies, often with grants from the federal and/or Ontario governments, provide assistance in these and related employment areas
working conditions (including employment standards, minimum wage, occupational health and safety, etc.)		Ministry of Labour		

Table 3 continues on Page 8

Type of Program	Federal Government	Ontario Government	Municipal Government	Comments
Income Assistance Unemployment Insurance (for members of the labour force who are temporarily unemployed)	CEC			
Workers' Compensation (financial assistance, as well as retraining, vocational rehabilitation, and other services, for injured workers)		Workers' Compensation Board (WCB)		
Family Allowance ("baby bonus")	Income Security Program (Health & Welfare Canada)			universal – available to *all* children up to the age of 18 (subject to some restrictions)
General Welfare Assistance (GWA) – short term financial assistance ("welfare") for those with no other sources of income or assets			administered by municipalities (see "welfare" in the blue pages of the local phone book) on behalf of the Ontario government; negative decisions can be appealed to the Ministry of Community & Social Services' Social Assistance Review Board (see Chapter V)	
Family Benefits Assistance (FBA) – long term financial assistance to people in need for a prolonged period of time, such as sole support mothers, permanently unemployable persons, disabled persons, foster children, and older persons		Ministry of Community & Social Services		
Immigration	Canada Immigration Centres, Employment and Immigration Canada (CEIC)			
Language Training (ESL,FSL)	Canada Employment Centres	Ministry of Citizenship and Culture, Ministry of Education	local Boards of Education	many community organizations also provide ESL training and courses
Settlement Services to Recent Immigrants	Secretary of State, Employment and Immigration Canada	Ministry of Citizenship and Culture	some municipalities also may provide varying types and degrees of assistance	community agencies provide a significant portion of the settlement services available to recent immigrants
Education			primary and secondary education is provided by local school boards, subject to provincial regulations	colleges and universities provide post secondary education; adult training and education is provided by all levels of government, many voluntary organizations as well as private organizations

Table 3 continues on Page 9

Type of Program	Federal Government	Ontario Government	Municipal Government	Comments
Legal Services		legal assistance, including the Ontario Legal Aid Plan, is administered by the Law Society of Ontario on behalf of the province		see Chapter VII for more information regarding sources of legal assistance
Children's Services child welfare services		in general, the responsibility of the province; Children's Aid Societies (CAS) are delegated authority and responsibility, under provincial legislation, for enforcement and provision of services regarding most aspects of child welfare		
day care services		Ministry of Community and Social Services	many municipalities provide day care services	many voluntary community agencies provide day care services, or can assist in this area
Older Adults (Seniors) Canada Pension Plan (CPP) – retirement pension as well as disability and survivor benefits	Income Security Program, Health and Welfare Canada			
Old Age Security Pension (OAS)	Old Age Security, Health and Welfare Canada			
pensions from other countries	Old Age Security, Health and Welfare Canada			
Guaranteed Income Supplement (GIS)	Income Security Program, Health and Welfare Canada			
Guaranteed Annual Income System for Seniors (GAINS-D)		Taxpayer Services Branch, Ministry of Revenue		
Ontario Drug Benefit		Ministry of Health		
tax credits and assistance		Ministry of Revenue	some municipalities have tax assistance programs for elderly residents	
various home support services		Ministry of Community and Social Services, Ministry of Health	many municipalities provide a variety of services to elderly residents	numerous community organizations provide a wide variety of services to elderly people
Health Services		Ministry of Health	public health departments	most health services are provided by private practitioners or by non-profit services (e.g. hospitals, community health clinics)
Housing		Ontario Housing Corporation	municipal housing corporations	many private and voluntary organizations also provide assistance with housing (e.g. hostels for battered women)

Table 3 continues on Page 10

Type of Program	Federal Government	Ontario Government	Municipal Government	Comments
Services for People with Disabilities				
GAINS-D		Ministry of Community and Social Services		
vocational rehabilitation services		Ministry of Community and Social Services		
special education		in some cases, the Ministry of Education or the Ministry of Community and Social Services	local school Boards	
community support services to individuals and families		Ministry of Community and Social Services	some municipalities provide assistance	numerous volunteer and community agencies provide assistance with advocacy and services of various types

Voluntary Community Agencies

Many community services relevant to immigrants are delivered by voluntary community organizations. These community groups frequently receive all or a large part of their funding from government. Frequently the services are to some degree under government legislation, supervision and control.

Examples of some important services provided by community agencies include:

- settlement services to immigrants
- health services provided by hospitals on behalf of the Ministry of Health;
- child welfare services provided by Children's Aid Societies on behalf of the Ministry of Community and Social Services.

These are just three of the many services offered by these agencies.

Conclusion

The organization of social services in Canada is complex. Program jurisdiction and responsibilities are not always clear; and the constant changes to programs make it difficult to keep track of all of them. However, knowing how to use the proper channels for information and action can save time and energy. This chapter has provided some basic information on government organizations to contribute to your efforts to utilize its services as efficiently as possible.

One of the best ways to find out the information you need is through personal contacts – with individuals who work within government, and people with other community organizations. The next chapter discusses how you can go about developing these contacts.

Chapter III

Developing Contacts and Relationships

Chapter III

Developing Contacts and Relationships

Administrators and counsellors in many different community settlement service organizations were consulted in developing this manual. The problems mentioned frequently fell into two basic categories:

Insufficient Information:
- not so much on the existence of programs and services, but about how they worked in actual practice;
- on informal procedures and policies;
- on upcoming changes in policies;
- how to find out who to speak to; who else might have had experience dealing with the same or similar problems.

Attitudes:
- a feeling that many government agencies, and even many other mainstream community agencies, are sometimes insensitive to the needs that settlement service workers and immigrants have;
- a lack of good communication with these other agencies;
- a feeling of being treated very formally by a huge, uninterested bureaucracy, with little idea of how to improve the situation;
- a feeling of being *alone*, with no one to turn to for support.

The following are some suggestions and approaches to assist in overcoming these types of problems, to establish contacts and to improve working relations. Many of them come from the experiences of workers in the field.

"People Talk to People"

As a settlement worker, awareness of the importance of good communication is part of your approach. For instance, a sympathetic understanding between counsellor and client is a key aspect of effective case-work and advocacy.

While a great deal of your energy may be reserved for that relationship, it is also important to maintain good communication with your other contacts.

A personal approach is important for all aspects of this work. When making initial contact with any government or other agency, state your name, and ask for the other person's name. In each agency you deal with, try to find at least one person whom you can contact, someone you can call and ask for by name, so that you are not starting from scratch each time.

In Canada, much information and business exchange takes place through personal contact and informal communication. If you get to know someone on a personal basis, you then have someone you can go to, with specific requests. If your contact person cannot help directly, he or she at least knows you and may be able to suggest some other approaches. When you get to know each other better, you are more likely to learn about policies and upcoming changes and options, and to hear about services which you may not have known about otherwise.

Now you are not dealing with a huge bureaucracy. Rather, you are dealing with a specific person – with a name and personality.

Furthermore, you can, at the very least, go back to the person who provided you with information, particularly if it was unclear or incomplete. It is also helpful to develop strong contacts with people in other community agencies. These might include:
- mainstream agencies to which clients are referred for services;
- agencies who may come to you for services (e.g., interpretation assistance);
- other organizations assisting immigrants;
- other agencies, such as legal clinics, that assist individuals having difficulty obtaining services;
- advocacy groups and other organizations.

Many of the problems immigrants face – in employment, housing, and education, just to name three – are also experienced to some degree by others. A number of agencies work in these areas and have identified successful approaches to deal with situations they face – and that you possibly face as well. Their staff can be very important allies for you. (Some of these organizations are listed in Chapter VII).

Ways to Develop Contacts

Invite Someone Over For A Presentation

Formally invite someone from government agencies you deal with frequently to speak to you and other staff. Ask them to talk about their services, and how they would like you to relate to them. This can provide an opportunity for you to express some of your questions and frustrations and to talk about your agency's needs

and how you could work on these together.

For mainstream community organizations who provide services of value to your clients, you can do the same. Ask them how they would like you to approach them. Find out if they have any frustrations with your agency. With other community organizations, you might want to discuss some of the difficulties and situations you run into and ask how they could help with these. Also, don't forget to talk about your successes!

Representatives of some government agencies have indicated that they would be happy to meet with community groups, but that they are rarely asked. Many settlement service organizations have developed good relations with other government agencies through this approach.

Getting together with government agencies and other community organizations provides an excellent way to identify contacts – specific persons you can call up in the future. Individuals you meet may suggest others to contact, as additional or specialized resources.

Meet Others Informally

You may want to consider getting together with some of the people you talk with frequently over the phone – individuals at government agencies and other community organizations.

Many counsellors have found that informal contacts or "networks" are a major way to find out what's going on. People you know informally can tell you things which may not appear in print. For example, they may be able to give you the background to policies, and tell you how they are interpreted.

People you get to know in other community agencies can share their experiences with you. You can trade information and anecdotes. For example, do they deal with some of the same service programs as you? What are their experiences? What "tricks" or approaches have they found helpful?

Participate In Other Organizations

One of the best ways to find out about other organizations – and let them find out about you and the needs of your clients – is to actually participate in these organizations in any way that your job or personal interest may allow. This could be as a volunteer; for example, by becoming a member of the Social Planning Council in your community, or by running for a seat on the board of directors of the community legal clinic in your area.

Although time-consuming, such involvement gives you an opportunity to discuss the concerns of your clients and perhaps to influence some of the directions of these agencies. It also makes it easier for them to reciprocate and to be more sensitive to your clients' needs.

By participating in other groups, as well as workshops and conferences, you can learn more about "the system" as well as identifying contacts. (For example, one settlement service worker we interviewed was a volunteer with a community legal clinic in her area. The information she acquired about legal aid has helped her tremendously in her work with clients. Amongst other things, it enabled her to determine which unit to contact when a client's application for legal aid services went astray.)

Work With Other Organizations

Formal working relationships with government and other organizations can also be of benefit to you. For example, one settlement service agency has an arrangement with their local Unemployment Insurance Office to assist in interpreting – frequently over the telephone – when the Unemployment Insurance Office needs help in communicating with a client. In return, the agency now knows much more about how the system operates, and they have developed lists of people they can go to for help with specific situations and problems.

Be Visible

Often you may find that other agencies in the community are not aware of the special needs and problems of immigrants. Other agencies may have no previous experience of these needs or of what you do. There are numerous organizations in Ontario providing a variety of services, and many groups of people with special needs.

Make a point of regular outreach. While there is no single, correct approach, many community advocates have found that, to be effective, one often must be somewhat "forward". Provided you are considerate and straightforward, this is generally acceptable – even expected in many cases.

The approaches suggested above are good ways to develop

contacts and working relationships. Inviting others to your agency, offering yourself as a speaker, and joining other groups are all potentially effective ways to let others know about your agency and the needs of immigrants.

Setting Priorities

Developing good contacts is one of the most useful steps you can take to serve your clients well, and can save you misdirected effort and frustration. However, in the short term, it can take some time. The heavy schedules of most settlement workers make it important to establish priorities.

Priorities will usually be set according to your needs and/or goals. You might want to try to establish contact with people in government or community agencies with which you deal frequently. You may want to start with an agency which gives you the most trouble, or another agency which offers services regularly needed by your clients. For example, if your organization deals with many people who are having difficulty finding jobs, you may want to establish contact with someone in a community agency that concentrates on employment problems.

What is really important is that you make contact with someone. The experience of seasoned workers has been that it is important to plan a strategy, and go about putting it into effect in an organized way. Draw up a list of goals and other factors that may affect your priorities, identify your agency's resources and the options in the community, and divide the tasks involved with other agency staff so that more ground can be covered. Identify priorities or opportunities and follow up on them systematically.

If a useful contact is made, let others know about it. Chapter VIII – Organizing and Managing Information – provides some hints to help you with this.

People working in other community organizations and in government agencies are also busy. If you cannot make contact the first time, try again, or try to develop a contact with someone else in that agency.

Conclusion

This chapter has emphasized the importance of developing contacts and relationships with individuals at other community agencies, as well as with individuals working in government and other programs which provide service to immigrants. Some of the suggestions for developing contacts include:

- inviting someone over to make a presentation;
- meeting others informally;
- participating, perhaps as a volunteer, with other community organizations;
- working with other agencies.

It has also highlighted the importance of contacts, for example in:

- finding out information;
- avoiding problems, or dealing with them quickly when they do occur;
- accessing services.

The following chapters will discuss more specifically how to put these suggestions into practice.

Chapter IV

Requesting Information and Services

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Requesting Information and Services

As a counsellor assisting immigrants, a major part of your job could involve contacting persons working within government and community agencies, to request either information or services for your client. You may also be trying to sort out problems which directly or indirectly may involve that agency.

In addition, you frequently provide directions to immigrants about how programs operate, eligibility and application procedures, and the like.

Some ways to go about contacting others that could make these tasks easier and more productive follow.

General Guidelines

Anybody you deal with in the course of the day is an individual as well as a representative of their organization, and is likely to respond more constructively if your manner reflects this understanding. Patience and consideration of the other person's circumstances may sometimes be difficult, or seem unreciprocated, but the effort to maintain this attitude is the basis of good communications. While any official should always give you the basic facts, someone whom you treat with more understanding may be willing to take that extra step – to listen to you a bit more, to suggest alternatives, and to discuss the implications of different approaches or steps you and your client could take. For example, you may find that your client is not eligible for a particular service but, if you have developed a good rapport, the official may tell you about another basis for eligibility that would be successful.

But *be firm* as well! Do not give up too easily. If you are not satisfied with the response you have received, ask for reasons. For example, if the person you are speaking to says that your client is not eligible for a given service, find out why not. Ask what one must do to qualify. Ask the other person to be specific. This could be legislation, a general policy guideline, or a specific directive. Ask for details.

In some cases, the person you are speaking to may have some discretion to decide regarding eligibility; in other cases he or she must follow guidelines very closely. Make sure you have the person's *name*, title and phone number. Ask how you can go about appealing this decision (see Chapter V regarding appeals).

Ask about alternatives. What would the person you are talking to suggest your client could do? Perhaps he or she could suggest other places to get a similar service, perhaps not – but it is surprising what assistance or advice you may be given if you persist in a friendly way.

However, any official only has limited authority. No matter how strongly an official might personally feel about your client, he or she will have to follow regulations. It is important to understand how much power a given official does or does not have to interpret policies.

In order to find out what those limits might be, you can ask the official directly or check with another person in the agency. In addition, you can use your network contacts – for example a community legal clinic or one of the other sources of help mentioned elsewhere in this Guide (see Chapter VII in particular).

The varying degrees of power that an official might have to interpret regulations is discussed in more detail in the next chapter.

Who Does The Contacting: You Or Your Client?

When someone comes to you with a problem or needs assistance, when should you act on their behalf and when should you encourage them to act directly?

Whenever possible, it is best for you to act as an enabler or helper, rather than as a doer. If at all possible, encourage your client to approach the appropriate government or community agency directly. There are two good reasons for this:

1. When you encourage your clients to act directly for themselves, you are encouraging their independence. The next time the situation occurs, your client might be able to take action without coming to you for assistance. The ability and confidence to do so is an important part of cultural adaptation. A dependency on a settlement worker limits both the worker and the client.
2. You will be much more effective dealing with agencies by acting as a back up. When your client has made the first move and there is still a problem, you may have much more clout than if you were doing all the contacting on your own.

This does not intend to suggest that when immigrants come to you for help, you should send them straight on to another option. Rather, where possible, coach them in what to do. If necessary, walk them through the required procedure step by step. Indicate, for example, whom your client should contact and what to say, and encourage him or her to report back to you on what happened.

This is not always possible or appropriate. The problem may be too complex for some persons to handle directly on their own, or they may be under stress and feel unable to act alone.

Many government and community agencies provide service in languages other than English. If the required language is available, you may be able to refer the person directly.

If not, and no one else can help, you may need to act as an interpreter. In doing so, make your role clear – both to your client and the other parties involved. Let your client know what you are doing and why. This also gives you the opportunity if necessary to "switch hats" and later recontact the agency in your counselling role if there is a problem, enabling you to act as an advocate for your client.

Should You Telephone Or Write A Letter?

When should you telephone and when is it better to send a letter? The following are some general ideas and guidelines.

In general, it is best to write a *letter* if:

- There are any official deadlines. In this case you *must* respond *in writing* on or *before* the deadline.
  A phone call is *not* acceptable in these circumstances.
- It is important to get something "on the record". This could be proof that you have contacted the agency.
- You are providing information that has been requested from the client.
- When you do not get anywhere orally. A follow-up letter may help.
- When trying to approach someone who is hard to reach by telephone.

When writing a letter, it is best to address the letter to a specific person by *name*, rather than "Dear Sir/Madam" or "Director". If you are not sure whom to write to, address the letter to the head of the agency. You can get this person's name either from a directory or from calling the office and asking. Make sure the spelling and title are correct.

Most times, however, you will communicate by telephone. Oral communication is generally preferable to writing when:

- You are seeking information or clarification.
- You are communicating on an ongoing basis.
- Time is important.
- You wish to establish personal contact with someone.

Over the telephone, it is possible to be more informal than in writing. It is easier to ask questions, and to ask why items are required or decisions are made in a certain way. It is often easier for the other person to give you more information, suggestions, and fuller explanations. It is also much faster to pick up the telephone than to send a letter.

If you speak to someone over the telephone who agrees to take a certain action or to make a given decision (for example, agrees that your client *is* entitled to benefits), it is a good idea to confirm this in writing. This can be a very short letter, addressed to the person whom you were speaking to, and containing what was agreed on. A copy of the letter should go to your client.

Get The Facts

Before calling anyone try to be well prepared. The more you know, the more successful you will be.

Before picking up the telephone, what should you know? You should:

- Be clear about what the problem is before you get in touch with anyone, and what specifically it is *you want*.
- Find out whether any other agency or person has acted on your client's problem or whether any prior action has been taken. Is there a file number?
- Be as clear as possible about details regarding the client's situation, previous contacts, what was said, etc., as well as appropriate details about basic personal data (e.g. date of arrival, date of birth, S.I.N., OHIP, etc.).
- Find out as much as you can about the policies of the agency in question. This gives you a much better idea of what to ask

for and will ensure that you are getting straight answers. You may have experience with this agency. If not, talk to other people in your own agency, one of your contacts who is familiar with it, or to someone else who may be able to help - e.g., your community legal clinic. (See Chapter VII for other ideas.)
- Find out if your client is being treated differently than others usually are in a similar situation. Or does your client need special consideration because of an unusual situation?

The excerpt from "Straight Talk On Social Assistance" reprinted from *The South of Kensington* – a publication of a settlement service organization – talks about the importance of learning as much as possible about how the system works.

Straight Talk on Social Assistance

The keys to making it on Social Assistance are finding out how the system works and knowing how to use your worker. The best place to find out how welfare and Family Benefits work is at your agencies, like Stephen's, St. Christopher House and Central Toronto Community Legal Clinic. Other places you might try are Evangel Hall, Scott Mission and the Toronto Union of Unemployed Workers. And don't forget your Alderman's office at City Hall.

In each of these centres you can talk to someone who knows the Social Assistance system, but is not part of it, so you can talk openly.

There are many special benefits available under Welfare and Family Benefits that can help your monthly cheque go a little farther. Some of these include dental services, moving costs, prescription drugs and retraining allowances. Ask about these at your community agencies and find out what you have to do to qualify. Community agencies, especially a legal clinic, can also help you with any serious problems you're having with the system. More on that later.

Once you have talked to someone about your situation and you have found out how the system usually deals with that situation, then you are in a better position to talk with your worker. Instead of your worker having all the cards, you now have a few cards of your own.

Still, getting what you want from your worker is not a simple task. Some of the problems you run into are: never being able to reach your worker on the phone, or your worker doesn't give you straight answers. These can be very frustrating, but it's far more important not to get angry with your worker. The phone system is not her fault and sometimes your worker really doesn't have any choice about how she handles your situation.

In a nutshell, your worker deals with between 20 and 30 people on Assistance at one time. He/she has a big manual on Social Assistance which tells her/him what to do in any given situation; he/she has many different supervisors who she can ask for advice or decisions; and, he/she has a wide range of information sources. As a person on Social Assistance, you are told none of this, so it is easy for you to get the feeling that the workers make all the decisions by themselves, and that the decision depends on whether the worker "likes" you or not.

In fact, this is only half true. Sometimes, the workers' manual says exactly what the worker has to do in a given situation, whereas in other situations the manual says the worker can use his or her "discretion", meaning the worker can make his/her own decision. Always ask your worker how the decision was made – who made it? and what information was it based on?

Getting angry about the welfare and Family Benefits system sometimes can make good sense. But getting angry with your worker usually doesn't solve anything. If you don't like what you're getting from your worker talk to his or her supervisor and talk with your friend at a community agency.

When you have a serious problem with welfare or Family Benefits – being cut off, having your cheque reduced, or being charged an overpayment, *always* get a second opinion from an experienced person in the community. Your legal clinic is the best place for this advice and it's free. If you want to fight a decision made against you or appeal to the Social Assistance Review Board, then you will need expert legal advice to help you win.

Living on Social Assistance is no easy ride, and most people don't do it by choice. People on Social Assistance deserve to know more about how the system works and what's available to them.

Often, you will not know as much as you would like in advance – after all, that may be why you are calling for information! For example, you may be unsure if your client is indeed eligible for a given service. You may be unsure if you are calling the right place.

If you are unsure, call someone and ask. Be frank – pretending to know more than you do can hurt your credibility badly. (If it does happen that you have made a mistake, the other person will usually be open to an apology and to supplying the correct information.)

When you are not sure who to call, ask one of your contacts for advice. The information sources listed in Chapter VII may be useful; also see "Overcoming the Runaround" for steps to avoid being transferred from one agency to another.

Being Effective On The Telephone

Following are some steps you can take to be as effective as possible when using the telephone:
- If possible, know the *name* of the person with whom you want to speak. If not, ask the receptionist the name and title of the person to whom you are being

referred. Ask for the correct spelling.
- When you are connected, address the other person by name; if you are not sure of the name, ask for it. Repeat the person's name at least once during the conversation. For example, before you hang up you could say: "Thank you very much for your help Ms. Jones"; "So Mr. Smith, you were saying that I must do . . .".
- Introduce yourself – by name and agency. State *briefly* the general nature of your call and ask if the person with whom you are speaking can help. For example, "I have some general questions regarding eligibility for general welfare assistance. Can you help me?" If you are calling regarding a specific client, say so. ("Mr. Smith, I am calling on behalf of Ms. Bronowski who just received a notice saying that she is being cut off unemployment insurance. May I ask you a few questions about this?")
- If someone else suggested you speak to the person you are talking to, say so. This makes it more apparent that you have done your homework and may result in closer attention to what you are saying.
- Try to get some sort of commitment for action if at all possible. If the official says that he or she "will look into it", ask if you could wait on hold. If your client is with you, say so. If the situation is urgent, indicate that, explaining why.

Be sure to follow up your initial call with others as necessary:
- For some questions, the person may have to check with other people in the agency or may have to look up extensive information. Ask *when* that person can get back to you. If they are vague, ask if they can call "by 3 p.m. today" rather than "later", "by Thursday afternoon" rather than "in a few days". You could suggest calling back yourself. For example, saying, "I will call you Wednesday morning if I have not heard

Overcoming the "Runaround"

Because the organization of human services is so complex, it is common to call one agency and be informed that you really should be speaking to someone else regarding the service you are seeking. It may be that someone in the second office in turn will refer you to another person – hopefully not the place you called first!

What should you do to avoid getting caught in this trap? Here are a few tips:

1. Be as prepared as possible in advance. If you do not have all the relevant facts or do not convey them to the other person, your position will be less clear.
2. Recognize that if a referral is made in good faith, you *are* being helped. If you are not sure who you should contact or if your client is indeed entitled to a service, you may wish to start by calling an agency such as a community information centre or a community legal clinic. These agencies cannot provide you with the service directly (unless your client needs legal assistance). But they *can* suggest whom to contact and how to go about it, including perhaps what you should say.
3. If an official in Agency "A" says that you should be contacting a different agency for assistance or for service:
   - Thank the person for his or her help;
   - Make sure you have his or her name;
   - Ask specifically which other agency you should be contacting, including:
     - The name of a specific person in the other agency you should speak to, if possible;
     - The phone number and address;
     - What you should say to this other person, and how you should approach them. If Person "A" does not know this, ask to speak to someone else, either his or her colleague or supervisor, who may be more helpful.
   - If the other agency is part of the same government, ask if your call can be transferred.
4. When you reach someone in Agency "B":
   - Say that Ms/Mr. "X" of Agency "A" said that you should speak to them;
   - If you are told: "not us", ask, politely, why they are not appropriate;
   - Repeat all the steps in paragraph 3.
5. What if Person "B" (or Person "C", "D" or "E") refers you back to someone you have already spoken to (e.g. Person "A")?
   - Say that you have already spoken to Person "A". Explain why Person "A" said that they were not appropriate.
   - If the person you are talking to still insists, ask for his or her advice and help. Ask if he/she could call Person "A" on behalf of your client to sort out the mess. If this cannot be done, at least ask for specific advice about how you should approach the other person. It may be that there is some important information you did not mention in your first conversation with Person "A". Ask about that. It could be that there is a specific guideline or regulation that you should mention to Person "A".
6. If you still get nowhere, it is time to get help from someone else. Ask your contacts for advice. Contact one of the organizations listed in Chapter VII. Or you could write directly to the Minister responsible for the program which you feel is most appropriate. Be polite, briefly explaining the situation and ask for help. The Minister or someone else should respond to you.

from you by then".
- Always deal with the *same person* throughout. (See "Keeping In Touch"). This helps you develop a relationship, it emphasizes that a specific person rather than an agency is responsible for taking action, and it makes it easier for you to carry on from where you left off the last time. (The person you are talking to may need some reminder of your previous conversation to re-establish contact, especially if it was some time before.)

Tips
- The phone lines for many government and social service agencies can be very busy. If it is hard for you to get through, try calling at an odd time, for example early in the morning.
- Many agencies have special telephone numbers that are not usually given out to the general public. If you can develop contacts with people in these agencies, (discussed in Chapter III), you may be able to get access to these numbers.
- Take careful notes of what was said on the telephone, particularly what, if anything, was agreed to. (In that case, you should probably follow up with a letter.) Be sure to record the date of your discussion, who you were speaking to and what was said.
- Many situations may require a number of phone calls. When you do not get a satisfactory response the first time, you might try speaking to a different person in the same office. If necessary, try calling a different office about the problem.

Conclusion

Some hints have been provided for requesting information and services from agencies which may be able to assist your clients. As a counsellor assisting immigrants, this could be your major function. Using the time you spend on it as effectively as possible is probably a key concern.

What if you are not successful? If you feel that certain information was not properly dealt with, request reconsideration. If you have more information, present it and request reconsideration.

The next chapter discusses how you can assist your client in *appealing* initially negative decisions.

Keeping In Touch

Maria,* a counsellor from a settlement service agency, was able to use a number of strategies to remedy a situation complicated by the requirements of government departments from two different countries.

Maria's client was an elderly woman in her seventies who was originally from Jamaica and had been living in Canada for seven years. She had been sponsored by her daughter and was living with her at the time she approached Maria for help. Six months earlier she had applied under the Income Security Program for a pension that was allowed under the collective agreement between the governments of Jamaica and Canada. She had not heard any further news.

Maria called an officer in the Income Security Program of Health and Welfare Canada who then supplied her with information about the program and mailed her an application form. Maria *maintained contact with this individual* throughout the application process. Maria helped her client to complete the forms and included her card in a letter to the officer, explaining that she would act as an intermediary if further information was required. Maria also advised her client to mail the application by registered mail, and she also made copies of it for her own files. The package was addressed directly to the officer.

Shortly afterwards Maria called the officer to confirm that the application was received and whether the information was adequate. The application was being processed and the client was told to expect a response within two months. Maria advised her client to call her in two months as a reminder.

As requested the client called Maria in two months. A phone call to the same officer revealed that they were waiting for information from Jamaica. The officer mailed off a rush letter to the appropriate Jamaican officials.

Two months later, there was still no word. Maria called the officer again and another rush letter was sent out. At this time Maria felt that a proactive approach was needed. She wrote a letter to the Jamaican government explaining the situation, saying that she was a representative for her client and would be available if further information was required. She included copies of the completed application form and all correspondence. The letter was addressed to the director of the appropriate department and stamped confidential. Again, it was mailed registered. As an added inducement for the return of the information, Maria included a return envelope with an international reply coupon.

Two months later, the officer received the information and shortly thereafter the client began to receive a pension including a sizeable sum for back payments.

As the client was now receiving a Canadian pension she was eligible to apply for a supplement. Soon she was able to add the supplement to the rather low-paying pension giving her a stronger sense of independence and financial security.

While this case took over one year to complete, Maria feels that regular follow-up, continual contact with the same officer and her action in writing directly to the Jamaican government were instrumental in completing the case.

*All people's names used as examples in this Guide are fictitious.

Chapter V

Appeals

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Appeals

What do you do if you are unsuccessful in getting an official to agree to providing service for your client?

First, do you feel the official is wrong? You may want to check with someone else in your agency or with a different community organization to see if your client does have a strong case.

If you conclude the official made an error in judgement or in interpretation, don't give up. For virtually any program, there are informal appeal approaches you can take. There are usually also formal appeal opportunities. In most cases, you can try the informal process first.

Informal Appeals

Try Again

If at first you don't succeed, try again. Make sure you have all the facts. Are you sure that your client indeed does have a case? Check the relevant laws and regulations. Is this a case in which a ruling can be changed? When you are clear about what you want, go back to the same official and request reconsideration.

Try a different approach. Do you have new information which the official hasn't seen which might support your client's case? This may make a difference. It certainly gives you a reason to speak to the official again. And it can give the official a way to change his or her mind while still "saving face".

If you know the eligibility requirements for the program in question, and your client clearly qualifies, your job should not be difficult: present information which documents the facts. Otherwise ask the official or one of your community contacts what information is needed and provide it as fully as possible.

Sometimes an official has "discretion" to make his or her own decision. (See "Straight Talk on Social Assistance" in Chapter IV.) Find out if this is the case. If so, ask on what basis the decision was made. This may suggest new information you can provide.

Appealing To Someone Else

If the front-line official still says "No", try speaking to this person's supervisor or to someone else higher up in the agency.

Remember that in cases of "discretion", where the situation is not clearcut, a front-line official only has limited authority. Other people in the agency *may* have more discretion to interpret policies and to make exceptions or to recognize special circumstances. Generally, the higher a person's position in the organization, the more discretion that person has.

Find out who in the organization has the authority to override the initial decision of the front-line worker. Ask your contact in that agency, or a contact in some other community organization. Use a government directory. If a front-line worker turns you down, do not hesitate to ask who else you could speak to, who else may have authority to reconsider the decision. Ask for the supervisor's name, title, and phone number.

The more you understand about how the program (e.g. Unemployment Insurance, Family Benefits) is operated, the better an idea you will have about whom to contact next. (See Chapter II).

It may be difficult to get through to a higher official on the telephone. In these circumstances, or if you feel a letter is more appropriate, write.

Whether you call or write, state the situation as clearly as possible. Try to avoid accusing

New Information Can Make A Difference

By providing new information on behalf of her client, "Carmela", a settlement service worker, was successful in obtaining Unemployment Insurance benefits for a client which had initially been denied.

The client had recently moved from Concord in northwest Toronto and had purchased a new home in Scarborough where she presently lived with her husband and two children. Even the shortest route to her old job would take three buses and three hours to complete one way so she decided to quit her job in a local factory. Until she was able to find a new job in Scarborough, she applied for unemployment insurance (UIC).

During her interview with the Canada Employment and Immigration counsellor, she was questioned about daycare for her two small children. She replied that she did not have daycare. Although she never elaborated, she felt daycare would not present a problem if a position became available as she had previously arranged daycare when she lived in Concord.

Shortly thereafter, she received a notice that she had been denied UIC benefits. She approached Carmela for help. Carmela explained that it was necessary to explain to the counsellor that her intention was to pursue a full-time position and that daycare would be forthcoming when she started a new job. Carmela wrote a letter to the counsellor that had interviewed her client. Shortly afterwards, her client started to receive UIC benefits.

Supervisors Can Make Exceptions

Sometimes special circumstances make it possible for a client to receive services they otherwise would be denied. "Linda", a settlement service worker, explained how by speaking to a supervisor she was able to get an important service for her client.

Linda's client was an older woman who had been sponsored by her daughter for over a year. After a weekend visit to her other daughter, the client returned to find her daughter had moved out completely. The client returned to her other daughter who was living in subsidized housing.

As housing was an immediate concern, Linda helped her client complete forms for subsidized housing. While waiting for approval, Linda wrote to the Canadian Immigration Centre to request a change in status due to the break in sponsorship.

The housing officer called the client to inform her that she would not be able to apply for housing while living in subsidized housing. Linda called the officer back to explain the situation, but was unsuccessful. Recognizing that few front-line housing officers have the authority to make changes, Linda asked her for the name of her supervisor. She then called the supervisor. The supervisor recognized the special circumstances and agreed to process the application while the client stayed with her daughter. The client received a new status from the immigration authorities and was able to receive subsidized housing.

anyone of anything. A good formula is to say that there appears to be a misunderstanding which you have had difficulty settling.

It is in a manager's best interests to know how his or her agency is perceived in the community. You may be helping him or her by pointing out problems in the way the agency and staff operate. If your feedback is constructive, problems may be eliminated. Sometimes you can cause some changes in the way the agency operates.

It may sometimes be more effective to have your supervisor contact a higher official. This will depend upon the circumstances; in some situations your supervisor may have more success in merely making contact.

As a last resort, you could write directly to the Minister responsible for the program in question. At the very least, the Minister's office will check to make sure that the case was handled properly. At worst, you should get an explanation for why the decision was made, and perhaps some suggestions for other steps you can take.

With most programs, the Minister directly does not have authority to do more than to ensure your client was given every consideration. However, there are some situations where the Minister alone has authority to make exceptions. Immigration is a good example, where special permits can be given by the Minister but not by his or her staff.

Formal Appeals

Formal appeal mechanisms for most government services are available if an individual does not agree with the decisions of officials.

Appeal Boards, or Tribunals are similar to courts in the way they function. It is not usually advisable for you and your client to appear alone at a formal appeal. You should have help and legal assistance from someone who knows the process, both in preparing the case and in appearing before the Appeal Board.

It is important that you and your client be properly prepared before the hearing. Good notes and copies of all correspondence and documentation are essential.

Going to a Higher Official

This case provides a good example of the value of appealing to a higher official when you or your client are not satisfied with the actions of a government agency's front-line staff.

One of the clients of a multi-cultural association was working as a nanny. While she had applied for permanent resident (landed immigrant) status, she was in Canada on a work permit which she had to renew every six months.

One day she received a call from a case worker at the Immigration Office. She was told that she had to come to the office that very same day as her permit was about to expire. This was inconvenient for her as she was taking care of the children at the time.

A counsellor of the multi-cultural association arranged a meeting with a higher official in the local Immigration Office to find out why her client was treated so abruptly by the case worker, with little regard to her circumstances.

This provided an opportunity for the whole matter to be fully discussed. As a result of this informal appeal, the official was also able to confirm that the client would be receiving landed immigrant status within two weeks.

Not all appeals will be this successful. But it does illustrate that you do have recourse when you feel you or your client are not treated properly.

Arrange for an interpreter if needed. Many appeal bodies will provide an interpreter, but *only if you ask in advance.*

Formal appeals are generally the last resort.* Thus it is important to follow proper channels before filing for an appeal. First try informal appeal approaches as discussed earlier in this chapter. However, note deadlines for formal appeals. If there is a period of time within which an appeal must be filed, do so. You can always try informal appeal approaches and withdraw the formal application if a solution is reached.

Appeal Procedures

The general approach to appeals of most programs is similar, involving the following basic steps:

- Start with informal appeals first, by initially asking the field worker to reconsider, by talking to a supervisor, or by going "higher".
- There can be different levels of appeal. With regard to programs of the Ministry of Community and Social Services, for example, they can include: a letter to the Director of Income Maintenance (find out the full name of this person and address the letter appropriately), an appeal to the Social Assistance Review Board, (you can request the Board to reconsider its decision if you are not satisfied), and finally to the courts.
- *Deadlines are important.* If you miss one, your client is generally ineligible. Note that there may be deadlines at various stages in the appeal process.
- You can and in some instances should get legal help – for example, from your local community legal clinic.
- Interpreters can usually be requested, but this must be done in advance.

*It is usually possible to appeal decisions of an Appeal Board to the judicial courts. However, this is costly and usually not practical. The assistance of an experienced lawyer is essential in this situation.

Each appeal process works slightly differently. *It is of the utmost importance* that you follow required procedures *exactly.* For example, as noted above, most programs have specific time deadlines before which you must file your appeal. If certain documents must be filed by a certain date, be sure to do so or the appeal may fail on this basis alone, regardless of the merits of the case.

Programs – and appeal procedures – change. It is possible that some of the following material may be out of date when you read this. Always check first with the government agency or a community group such as a community legal clinic to make sure you have the latest information.

The remainder of this chapter briefly discusses appeal procedures for particular services most frequently used by immigrants.

Social Assistance

The following major social assistance programs are administered by the Ministry of Community and Social Services:

- Family Benefits – long-term income assistance;
- GAINS-D – long-term income assistance for people with disabilities;
- GAINS-A – long-term income support for older adults with limited income;
- Vocational rehabilitation services to people with disabilities.

Any decisions regarding these programs can be appealed to the Social Assistance Review Board. In addition, decisions of municipal governments regarding General Welfare Assistance – short-term income assistance, also are appealable through the Social Assistance Review Board.

The Ministry of Community and Social Services publishes a brochure: "How to Appeal" regarding the above services. This brochure is available at no cost from the Ontario Government Bookstore as well as many other places. Make sure you have the latest version. It sets out the appeal procedures in detail and indicates the time limits that apply, as well as information concerning who may appeal and whether benefits are obtainable during the appeal process. Note that, as set out in the brochure, the appeal procedure for each program is different.

Unemployment Insurance

Employment and Immigration Canada publishes "A General Introduction to Unemployment Insurance Benefits" as well as various pamphlets which contain details concerning the appeal process if a claimant does not agree with a decision of his or her claim.

The procedure for appealing a decision regarding unemployment insurance first involves a hearing before a Board of Referees (who are not employees of Employment and Immigration Canada).

Decisions of the Board of

Referees, in turn, can be appealed to a higher level – to the "umpire". A pamphlet entitled "Your Right to Appeal to the Umpire" sets out details concerning this second level of appeal. Be sure to note and follow the deadlines regarding these appeal procedures.

Workers' Compensation Board (WCB)

The Workers' Compensation Board provides compensation for workers who are hurt in an accident at work or who develop a disease related to the job. This usually is a financial payment in partial compensation for wages lost. Compensation could consist of temporary payments until a person can return to work, or a permanent pension, if a work accident or an industrial disease is serious enough so that a worker is left with a permanent disability. Compensation can also take the form of payment for medical expenses, benefits to dependents if a work accident or an industrial disease results in death, vocational rehabilitation or retraining, or assistance in finding a new job.

The WCB publishes a brochure: "Objecting to a WCB Decision". This brochure is in English, French, Italian and Portuguese. Note that WCB appeal procedures have been changed as of October, 1985. The most significant change is that one can now appeal to a board *independent* of the WCB – the Workers' Compensation Appeals Tribunal. This is described in the brochure, as well as all the steps that must be followed for an objection to be considered by the Decision Review Board and/or a hearing before the Hearing Branch.

This brochure also indicates some of the services which are available to assist in the preparation of an objection and in obtaining representation at hearings, as well as where further information may be obtained. For example, the Office of the Workers' Advisor, within the Ministry of Labour but independent of the WCB, is set up to provide assistance with claims and appeals.

Immigration

Most decisions regarding immigration status can be appealed. Note that in particular, no one can be subject to a "removal order" (which usually means being deported) simply by a decision of an immigration official. An inquiry, headed by an adjudicator, *must* be held. (But note that departure notices to *visitors* to Canada cannot be appealed.)

A person appearing before the inquiry must be told of his or her right to be represented by a lawyer. Interpreters are provided. If a removal order is given by the adjudicator, the person must be told of the right to appeal this decision.

The formal appeal body which hears appeals regarding immigration matters is known as the Immigration Appeal Board. Note that, as with appeals of other programs, deadlines are *very* important. In certain cases, appeals must be started or filed within five days. Appeals for refusal of a sponsored application must start within thirty days after the decision. Such appeals can be made only by Canadian citizen sponsors and permanent residents.

Anyone appealing or thinking of appealing should seek legal advice. Decisions of the Immigration Appeal Board can be appealed to the Federal Court of Canada. In some cases, it may be possible to go directly to the Court. Legal advice is essential. Community legal clinics (see Chapter VII) may be able to assist with immigration problems and appeals.

Immigration laws and regulations change from time to time. Ensure that you have current, accurate information. A lawyer or legal clinic should be consulted as soon as there is any possibility of a problem with immigration. A lawyer may be able to help deal with immigration officials and solve problems in advance, *before* there is a question of an appeal. Community legal clinics can help you keep up to date regarding major immigration policies.

Right To Education

Ontario government law gives every child of school age a right to education. Local school boards *must* provide assistance, if necessary, to meet the special needs of a student, for example with a learning disability. This could take the form of special classes, of additional help in the classroom, or other forms.

Parents have the right to request that the school board provide special education assistance to a student. Sometimes a school may decide to place a student into a class for students with special difficulties. While this might be best for the child in some cases, the parents may feel that it is better for their child to stay in a regular classroom. Before a student can be placed in a special education class, whether

requested by the school or by the parent, this must be approved by the *Identification Placement and Review Committee* (IPRC). Each school board should have one. *Parents have a right to be present* when the committee discusses their child. Parents also have a right to request an interpreter, and to bring along a representative. It is important that parents understand the process and the significance of any decisions, and get help if needed.

Decisions of the IPRCs can be appealed. If the parent does not agree with the decision, it is important that they do not sign anything. Written notice should be given by the school board of the right of appeal to an Appeal Board. There are time limits when an appeal can be filed. These must be observed. Decisions of the Appeal Board in turn can be appealed to a Provincial Education Tribunal.

Further information can be obtained from your client's local school board. Justice for Children is a community legal clinic which specializes in children's rights. It also can provide information about education rights. The Association of Canadians With Learning Disabilities may be another source of help. They have information about special education and how parents can look after the interests of their children.

Conclusion

There are many ways in which initial decisions of officials can be challenged.

You – and your client – do not have to accept initial decisions you feel are wrong! There are usually several layers of appeals you can try. These start with informal methods, such as going back to the same official with new information or going to the official's supervisor, and proceed to formal appeal tribunals.

The appeal process can be long and complex, but people do win, and changes can be made.

The next chapter discusses some special organizations which may be of help to you and your client.

Chapter VI

Some Special Organizations

Chapter VI

Some Special Organizations

Office of the Ombudsman

The Ombudsman is usually a last resort – the person who might be able to help after all other approaches have failed. When all other avenues for complaint, appeal or objection have been exhausted, or when the stipulated time for appeals and objections has run out, this office can investigate your complaint.

The Ombudsman has broad powers to investigate actions, decisions, procedures and practices of Ontario Government officials. He cannot deal with matters of other governments such as federal or municipal services, or with cases against private individuals or companies.

The Ombudsman's work covers a wide range of provincial concerns such as human rights issues, health and social services. This includes Workers' Compensation, OHIP, expropriation of land for provincial projects, family benefits, retail sales tax and many others.

Although the Ombudsman only has the power of recommendation, he can demand and see files on a case, and can urge government officials to change their points of view if warranted. He can also recommend that government procedures, regulations and practices be changed.

The Office of the Ombudsman also gives advice about steps to take in obtaining services and rights. While its staff can only help directly if one has taken *all* other steps, they can advise you who to contact. Thus if you are not sure where to go for services or assistance, they may be able to help.

The Ombudsman has multilingual staff who can communicate in twenty-four languages. The Office has a twenty-four hour phone line. Collect calls are accepted, and it has regional offices in several communities in Ontario. See Appendix 5 for a list of regional offices.

Ontario Human Rights Commission

The Ontario Human Rights Commission is responsible for enforcement of the Ontario Human Rights Code.

The Ontario Human Rights Code makes it illegal for anyone to discriminate on the basis of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, handicap, age, marital status, family status, the receipt of public assistance (only with respect to accommodation), or record of offences (only with respect to employment). It is against the law for anyone to discriminate regarding the provision of any services, goods and facilities; employment; membership in trade unions; occupancy (e.g. renting apartments); and contracts.

Any individual acting on his or her own behalf can file a complaint to the Ontario Human Rights Commission. Commission staff should help the person in properly presenting his or her complaint. However, a person can and should also obtain assistance from others, for example, from a lawyer or maybe from someone in a settlement service agency, union, community centre or community legal clinic.

Once a complaint has been filed with the Commission, there are various formal proceedings that follow and deadlines that must be met. These include a Fact Finding Conference which gives both the person filing the complaint and the respondent (the person being complained against) an opportunity to provide their views.

If the complaint cannot be resolved at this stage, an extended investigation will be carried out by a human rights officer. If a settlement is still not reached, the Ontario Human Rights Commissioners may ask the Minister of Labour to appoint a Board of Inquiry. If the Commissioners do not feel that the complainant's case warrants going to a Board of Inquiry, the person making the complaint may appeal this decision.

A Board of Inquiry operates like a court. The Board makes a finding and can order compensation for loss due the complainant as well as compensation up to $10,000 for mental anguish. The Board of Inquiry can also order the person who is found to discriminate to change his or her practices both with regard to the individual complainant and others.

For example, if an employer was found to discriminate by refusing to hire a person, the employer can be ordered to compensate the person for lost wages, to hire the person, and to change employment practices in the future. The employer (or anyone else found to have infringed the right of someone under the Human Rights Code) can also be prosecuted and fined up to $25,000.

The decision of the Board of Inquiry can be appealed to the courts.

To illustrate the nature of its work, examples of two recent cases settled by the Ontario Human Rights Commission are set out in the accompanying box.

Ontario Human Rights Commission
Examples of Two Recent Cases

A man of Polish origin alleged that he had begun his employment as a draftsman with the company in 1976. His complaint alleged that he had enjoyed an excellent working relationship with his superiors during the first four years of his service. However, a merger then took place and a new supervisor was assigned to the complainant's department. The complainant stated that many of his previous duties and assignments were removed and given to co-workers, and he was given duties usually performed by junior drafters. He was given no explanation for these events. Four members of the complainant's department were laid off, and each was of Eastern European origin.

The complainant alleged that his supervisor eventually terminated his services, on the ground that he was not satisfied with his work performance. The complaint alleged denial of the right to equal treatment with respect to employment without discrimination because of ethnic origin, ancestry and place of origin.

During the investigation, the Commission interviewed members of management and the complainant's co-workers, most of whom stated that he had been an able and competent employee. Witnesses also confirmed that the new supervisor was prejudiced towards persons of Eastern European origin. The evidence therefore supported the allegations of discrimination.

During conciliation, the complainant stated that he did not wish to return to the company because he had found a suitable position elsewhere. The parties therefore agreed that the respondent would compensate the complainant in the amount of $5,500 in compensation for earnings lost because of discrimination.

* * *

The complainant, a male of East Indian origin, alleged that he had applied for a position with the respondent company, in reply to a newspaper advertisement. He was interviewed the following day; however, the personnel manager did not seem interested in his previous related experience or in how long he had worked for his former employer. Several days later, he learned that the company had hired several new employees and was still advertising. When he then inquired about available positions, he was told that all new employees had the required experience. However, the complainant alleged that a friend at the company had informed him that the recruits were receiving training in their new posts.

The complaint alleged denial of the right to equal treatment with respect to employment without discrimination because of race, colour, ethnic origin and place of origin.

During the fact finding conference, the respondent supplied company records indicating that 41 new employees were hired during the time in which the complainant had applied. There were no members of visible minorities among them, or among the company's workforce of 150. The respondent explained that the number of visible minorities in the community was very small.

During conciliation discussions, the respondent agreed to hire the complainant in the position for which he applied within the next two-month period.

Taken from: *Ontario Human Rights Commission*, 1984-85 Annual Report

The Commission is also involved in public education. You might want to contact them and arrange a meeting to discuss the Human Rights Code and the role of the Commission with staff and volunteers of your agency.

Canadian Human Rights Commission

The Canadian Human Rights Commission acts in a similar way to the Ontario Human Rights Commission. But the details are quite different. The Canadian Human Rights Commission is responsible for enforcement of the Canada Human Rights Act. The Canada Human Rights Act covers dealings with the federal government and with federally-regulated companies like the banks, the railways and the airlines.

The grounds under which discrimination is illegal under the Canada Human Rights Act are a bit different from those under the Ontario Human Rights Code. Under the Canada Human Rights Act, discrimination is illegal regarding employment, employee organizations and the provision of goods and services which are federally regulated (for example, banks).

Discrimination under the Canada Human Rights Act is illegal with regard to: race or colour, ethnic origin, religion, age, family or marital status, sex, pardon for convictions, and disability.

Anyone who has a complaint can contact any office of the Canadian Human Rights Commission (collect calls are accepted). The steps in the investigation and hearings by the Canadian Human Rights Commission are similar, but not identical, to those of the Ontario Human Rights Commission.

It is not always easy to know which human rights commission is responsible for looking after discrimination. For example, both

Problems Like These?
Complain to the Canadian Human Rights Commission

Question: I am a federal public servant and in the office where I work, my co-workers have been laughing at me and saying terrible things about people of my race. I really don't think that I have to put up with that kind of thing. Exactly what are my rights in a situation like this? Should I complain to the Canadian Human Rights Commission?

Answer: From the information you've given, it seems you're being racially harassed, which is prohibited by the Canadian Human Rights Act. It is your right to work in a discrimination-free environment, and it's your employer's responsibility to make sure that this is the case. You should approach your employer about the problem, and if the situation doesn't improve, you could then lodge a complaint with the Commission. An investigation would be made into your complaint. If the complaint were found to be reasonable and substantiated, the Commission would have a conciliator work out a binding settlement in your favour or appoint a tribunal to review the case.

• • •

Question: Recently, I saw an ad for a job that interests me. Although it asked for five years of Canadian experience, I felt that the 12 years of work I did in the same field before I came to Canada would get me an interview. No way. I was told that they weren't interested in me. Can that employer do this to me?

Answer: Requiring "Canadian experience" is discriminatory, except where it is a necessary requirement of the job. For example, if a person were applying for a job as a lawyer for the federal government, working with Canadian laws can be a reasonable requirement. However, asking for Canadian experience can sometimes have the effect of screening out members of certain groups, such as recent immigrants, whether or not they have the ability to do the job. An employer is entitled to ask if you are legally able to work in Canada. But you may have reasonable grounds for a complaint if an employer uses Canadian experience as an excuse to refuse to hire new Canadians.

Taken from: *Canadian Human Rights Commission*, "Discrimination based on race, colour, national or ethnic origin is against the law".

the Ontario and the Canadian Human Rights Commissions forbid discrimination for employment based upon race, but each looks after different types of employers. When you are not sure which Human Rights Commission to contact, contact either Commission. If it is not the correct one, the staff can refer you and suggest how you should proceed.

Conclusion

This chapter has briefly discussed three special organizations: the Office of the Ombudsman, the Ontario Human Rights Commission and the Canadian Human Rights Commission.

The following chapter identifies a number of sources of information and advice which can further assist you in your work.

Chapter VII

Sources of Information and Assistance

Chapter VII

Sources of Information and Assistance

There are a number of services which can provide counsellors – and immigrants themselves – with information and advice. These services can help in identifying appropriate programs for immigrant clients. Many of them can provide guidance and even direct representation, if needed. Some of these are run by government, others are provided by community organizations.

Four different types of sources of assistance are discussed:
- information and referral services;
- directories;
- legal services;
- other sources of assistance.

Information and Referral Services

These services are set up for one major purpose – to identify "who does what". They provide general information regarding what services are available, and they can also suggest which specific agencies should be able to help with specific needs and problems of your clients.

These agencies serve the public directly. Many provide services in different languages. Where possible, you should encourage your clients to contact them directly.

These referral agencies also can be a big help to you. Community social services and government agencies are complex, and they change constantly. It is impossible for anyone to keep track of all the different agencies. Referral organizations try – that is their major purpose. They can also give you names, addresses, and phone numbers of people within agencies whom you could contact.

The major referral agencies in Ontario are listed below.

Community Information Centres

Community Information Centres (CICs) are non-government community organizations located in most communities in Ontario. (See the list of local centres in Appendix 2.) Their purpose is to provide information about community services to the average person and to organizations in the community.

These centres have information about all types of services in their community, irrespective of who operates these (e.g. community agency, municipal, provincial government, etc.). They will attempt to answer all requests. Inquiries do not have to be based upon a "problem" in order to request help from a centre.

Many community information centres provide other services to agencies in their community. For example, they publish directories of community services (see next section: Directories). Some CICs provide training to staff of community agencies about information management and making referrals to other agencies.

Many CICs have multi-lingual staff and offer assistance in languages other than English.

Citizen's Inquiry Bureau

The Citizen's Inquiry Bureau (CIB) is a part of the Ontario Government. It is an information and referral service about the programs and services of the provincial government. It answers inquiries from the public directly about the availability of services.

The Citizen's Inquiry Bureau can also provide some assistance in obtaining information about federal and municipal government services and community organizations.

The phone number for the Citizen's Inquiry Bureau is (416) 965-3535. Collect calls are accepted. TTY servicens (teletype writer for the hearing-impaired) is available at 965-5130, or toll free 1-800-268-7095.

Service in French is available from Renseignements Ontario at 965-3865, 1-800-268-7507, or (416) 965-3865 (collect) for callers in the 807 area code.

The Ontario 20 is a write-in program of the CIB which will answer questions in languages other than English about accessing government. Letters in any language can be sent to: Ontario 20, Citizen's Inquiry Bureau, Queen's Park, Toronto, Ontario M7A 1N3 and they will write back in the same language.

Canada Service Bureau

The Canada Service Bureau provides information and referral about federal government programs and services. In some cases, they may transfer your call to the appropriate government office, even in a different city.

The Canada Service Bureau can be reached at the following phone numbers within Ontario:

Metropolitan Toronto: 973-1993
Ottawa: 995-7151
North Bay: 476-4910
Toll Free (all area codes except 807 and 705): 1-800-387-0700
Toll Free for area codes 807 and 705: 1-800-461-1664

The Canada Service Bureau is part of the federal government.

Citizenship Development Branch Infoline

The Citizenship Development Branch of the Ministry of Citizenship and Culture provides information and referral to both newcomers and agency staff regarding settlement services. The Branch can also assist in identifying other Ontario Government services as needed. It publishes a catalogue of its materials and services and a bibliography of pamphlets describing various government programs relevant to settlement.

Phone the Citizenship Development Branch "Infoline" at 965-9919 (call collect if outside Metropolitan Toronto).

Public Libraries

Don't forget your public libraries. In addition to books, they have lots of directories, pamphlets and other information. Reference librarians can be of great assistance in helping you locate information.

Directories

There are many directories of various types available in print. The following are some particularly important references:

Newcomer's Guide to Services in Ontario

The *Newcomer's Guide* has been developed by the Ministry of Citizenship and Culture to assist newcomers to settle in Ontario. The book provides descriptions of the services available from all levels of government and from community agencies.

It is available in a number of different languages. Free copies can be obtained by contacting the Citizenship Development Branch of the Ministry of Citizenship and Culture (see Citizenship Development Branch "Infoline" above).

Directory of Community Services

A number of Community Information Centres publish Directories of Community Services (often referred to as "Blue Books") for their communities. These directories list services – alphabetically by name as well as by type. They provide some information about what each one does as well as contact information.

These directories are essential. They are the best listings of services in your community. It is important that you have the most recent edition of the directory. (The Metro Toronto Community Information Centre estimates that information changes at an average annual rate of 70 percent).

KWIC Index

The *KWIC Index* is another essential reference. This book lists all Ontario Government departments and agencies with descriptions of their functions and the programs and services they offer. It identifies which agency is responsible for the service or program you are interested in.

The *KWIC Index* can be purchased through the Ontario Government Bookstore (see below).

Index to Federal Programs and Services

This book describes federal government services and programs with brief descriptions of each. It provides information about which departments and offices you can contact.

The book also lists toll-free phone numbers for many government programs. This book is updated annually. It can be purchased from authorized Government of Canada Bookstore agents and other bookstores. If you are not sure who these are in your community, call the Canada Service Bureau and they can advise you.

Telephone Books

The blue pages at the back of your local phone directory list frequently called government offices in your area.

However, for more complete listings you need to purchase special telephone directories published by the provincial and federal governments. These directories provide detailed listings of staff, phone numbers and addresses. They also can help you understand the organizational structure of each ministry or department – important information to assist you, as discussed in Chapter II, particularly if you run into difficulties.

The Government of Ontario Telephone Directory can be purchased from the Ontario Government Bookstore (see below). The Federal Government publishes separate telephone directories for the National Capital Region and for its Ontario Region offices. These can be purchased, as can the *Index to Federal Programs and Services*, from an authorized Government of Canada bookstore or agent.

Ontario Government Bookstore

The Ontario Government Bookstore distributes publications put out by all ministries of the Ontario Government. The Bookstore also publishes a list of government publications.

The Bookstore is located at 880 Bay Street, Toronto for personal shopping. Out-of-town customers should write to:

Publications Services Section
5th Floor, 880 Bay Street
Toronto, Ontario M7A 1N8.

The telephone number in Metropolitan Toronto is 965-6015. Toll-free long distance: 1-800-268-7540; in Northwestern Ontario, call the operator (0) to ask for Zenith 67200.

Legal Assistance

The Ontario Legal Aid Plan

The Ontario Legal Aid Plan (OLAP) provides access to legal services for low income residents of Ontario.

OLAP has two parts: (1) the Legal Aid Certificate Program, and (2) the Community Legal Clinic system.

(1) Legal Aid Certificates

If someone needs a lawyer's assistance but cannot pay for it, it may be possible to get a Legal Aid Certificate. If one qualifies, the certificate will pay part or all of the legal fees. If one gets a certificate, one can choose any lawyer who does legal aid work. *Not all lawyers accept legal aid certificates.*

To qualify, one must live in Ontario and meet certain financial stipulations. Also, certificates are granted only for some types of legal problems. Most often, these are criminal or family law matters.

If one has been refused a Legal Aid Certificate due to legal or financial ineligibility, this decision can be appealed. The Area Committee of the local Legal Aid Office must be advised within 10 days that the decision is being appealed. This should be done by letter. While an individual can represent him or herself before the Committee, it is probably advisable to get help from an agent – e.g., a settlement service worker. A community legal clinic (see below) may be able to provide advice or representation.

If this appeal is turned down, it is possible to make a final appeal to the Provincial Director. The Director should be told in writing of the decision to appeal. Notice must be made on a special form available from the Provincial Director's Office. There are strict time limits for doing this.

One can find out more about Legal Aid Certificates or apply for a certificate by contacting the local area office of the Ontario Legal Aid Plan. These are listed in Appendix 4 of this Guide.

(2) Community Legal Clinics

Community Legal Clinics are legal assistance organizations based in communities. They are controlled by Boards of Directors who represent the people of the community.

Community Legal Clinics are staffed by lawyers and community legal workers. They help people with low incomes or few assets with their legal problems and they work in areas of law not covered by the certificate side of OLAP. One does not need a Legal Aid Certificate to get help from a Community Legal Clinic.

Free legal advice and representation is provided to those desiring it and who meet certain financial eligibility guidelines. As these guidelines change from time to time, check with your local clinic to find out what they are. Clinics can provide advice and representation in a wide variety of areas affecting low income people, such as:

- Workers' Compensation;
- Unemployment insurance;
- Welfare;
- Pensions;
- Immigration;
- Employment rights;
- Landlord and tenant disputes;
- Debtor/creditor problems.

Community Legal Clinics provide many other services as well as legal representation to individuals. For example, they provide general legal advice and teaching of law to the community. They have pamphlets written in simple language about different aspects of the law. Community Clinics may be your best source of assistance in dealing with government services. They are staffed by experts who "know the ropes".

Community Legal Clinics may be the most helpful source of assistance to people working with immigrants.

Most clinics serve people living within a geographic community. There are also specialty clinics, focussing on areas of law related to: children, the elderly, people with handicaps, native people, tenants and landlords, and Workers' Compensation.

Many clinics are affiliated or work closely together with settlement service organizations.

Clinics in Ontario are listed in Appendix 3.

There are also Student Legal Aid Societies run out of law schools: University of Ottawa, York University, University of Windsor, Queen's University. These Student Legal Aid Societies usually have a staff lawyer and provide services similar to the Community Legal Clinics.

Finding a Lawyer

Probably the best way of finding a lawyer is through a referral from a satisfied friend.

The Law Society of Upper Canada operates the Lawyer Referral Service (telephone within Metro Toronto (416) 947-3330; in area code 807 dial the operator and ask for Zenith 5-8600; elsewhere in Ontario: 1-800-268-8326). The Lawyer Referral Service can provide names of lawyers in your area who speak the language of your client. For the first half hour of advice, the lawyer's charge is nominal.

Legal Information

For most areas of law affecting clients of settlement service organizations, the first place to turn for information is usually a community legal clinic. If they can't help, they should be able to name someone who can.

Another service called Dial-A-Law is provided by the Law Society of Upper Canada. Callers with a legal question of a general nature will have their calls answered by an operator. The operator will then plug the caller into one of 100 recorded messages. The messages cover such topics as criminal, family, immigration and juvenile laws, wills, real estate, marriage and divorce, adoption, and small claims court.

In Toronto you can reach Dial-A-Law at 947-3333. Outside Toronto within area code 416 dial 1-800-387-2920. From area codes 519, 613 and 705, dial 1-800-387-2992. From most of area code 807, call the operator and ask for Zenith 99210.

Other Sources of Assistance

Elected Officials – MPs, MPPs, Aldermen/Councillors

Elected officials – federal Members of Parliament (MPs), Members of Provincial Parliament (MPPs), and municipal representatives (Aldermen or Councillors) – are a major source of assistance for you and for clients of your agency. It is important to know who these officials are for all areas served by your agency. The local Community Information Centre should be able to help compile a list of names.

Elected officials are your representatives in government because you live or work in their electoral district (also called "riding" or "constituency"). Elected representatives are responsible for making laws; but an equally important part of their job is "constituency work". This involves helping their constituents – people who live in their electoral district – with advice on government programs and services and help with problems.

Regardless of which political party your clients might support or vote for they have access to these officials; representatives speak for all of their constituents. They are the community's link to government.

Representatives, and their constituency staff, can suggest who to contact within government. They may be able to suggest new approaches. They will often call directly on your behalf or on behalf of your client.

They may be your best source of help if there are problems with bureaucracy. They have no power to make exceptions to laws and regulations, but they can help to see that these rules are applied fairly. If things get bogged down or "stuck in the system", they can often free things up. If there is a real problem, MPs and MPPs can, and often do raise the matter in the legislature, demanding action.

Most MPs and MPPs have constituency offices located in their riding. These offices have staff who can help you; the MP or MPP usually maintains regular office hours. It is possible to make an appointment to see your representative.

It is often a good idea to invite elected representatives – federal, provincial, municipal – to visit the community agencies in their area to meet with the staff and volunteers, even if there are no immediate problems. This provides an excellent opportunity to tell the representatives – our lawmakers – about the work of the agency and the needs of the immigrant community in the area.

At this time, problems specific to individuals can be raised. But if there are broader concerns with legislation or policies, how programs work, or anything else, this is also an opportunity to express them. Also, ask how you can help each other. MPs and MPPs can refer people to local agencies for assistance as well.

Cross-Cultural Communication Centre (CCCC)

The CCCC is a very special community immigrant information organization, which develops resources and provides assistance to individuals and groups regarding multi-cultural and anti-racism programs.

The CCCC maintains a resource library regarding:
- Multi-culturalism;
- Immigrant Settlement Issues;
- Immigrant Women;
- Refugees;
- Cross Cultural Communications;
- English As A Second Language;
- Ethnocultural Groups;
- Community Development;
- Racism and Discrimination.

The Centre provides information and puts on workshops on these and related topics. A couple of examples include: workshops on information skills training for community groups, and a training workshop regarding multicultural resources.

The Centre publishes a monthly newsletter, and has up-to-date information regarding who is doing what in the areas of multicultural and anti-racism work.

The CCCC can be contacted at:
965 Bloor Street West,
Toronto, Ontario M6H 1L7.
Phone (416) 530-4117.

London Cross Cultural Learner Centre

The London Cross Cultural Learner Centre is a multi-cultural resource organization located in London, Ontario.

This organization, like CCCC, also serves as a resource centre, maintaining a large multi-media lending and reference library. It has a number of training manuals, bibliographies, and a variety of resources for community events, and has facilities for on-line searching of computer databases. It also organizes various programs such as: skills training for community workers, cross cultural awareness training workshops, curriculum development for schools, etc. The Centre further provides newcomer settlement services, including workshops and orientation sessions for newcomers and volunteers.

The London Cross Cultural Learner Centre is located at:
533 Clarence Street,
London, Ontario N6A 3N1
Telephone (519) 432-1133.

Ontario Council of Agencies Serving Immigrants

The Ontario Council of Agencies Serving Immigrants (OCASI) is a coalition of community-based organizations which provide direct services to immigrants in Ontario.

The goal of OCASI is to improve services for immigrants in Ontario. To meet this goal, OCASI acts as an advisory and resource body on issues involving immigrants to governments, social services and other non-governmental organizations. In addition, for the benefit of its member agencies, OCASI conducts professional development and skill training activities.

How can OCASI be of help to you as a counsellor working with immigrants? OCASI can provide you with:
- Regularly updated information on government programs and what other member settlement service agencies do;
- Descriptions of how other member agencies are accessing programs and services offered by government and mainstream agencies;
- Information regarding contacts;
- Training workshops aimed primarily at member agencies;
- A means to bring issues to the attention of government and/or mainstream agencies.

OCASI is located at:
579 St. Clair Ave. West,
Suite 201,
Toronto, Ontario M6C 1A3.
Phone (416) 657-8777.

Ministry of Northern Development and Mines

If you are located in Northern Ontario, the Ministry of Northern Development and Mines may be able to help you with provincial government services and programs.

A toll-free phone number for the Ministry of Northern Development and Mines office nearest you should be listed in the blue pages of your local telephone book. Ministry officers should have a good idea of what services are available in your area. They also may be able to help if you run into difficulties in accessing provincial government services.

Other Community and Voluntary Groups

There are many community groups which may be of assistance. Although immigrant issues may not be the central focus of many of these groups, some of the problems immigrants face have aspects in common with the problems others face.

For example, there are about fifty Social Planning Councils in communities across Ontario.

Social Planning Councils act as independent community co-ordinating groups, identifying social policies and issues. The Metro Toronto Social Planning Council, for example, has identified as its two major policy areas employment and social security review, and family and community services. These are areas of concern to immigrants. In addition, Social Planning Councils have done extensive work looking, for example, at specific problems faced by immigrants in obtaining employment and social services.

There are many, many other groups, large and small, which may be able to assist you and your clients on a variety of topics.

One little-known volunteer organization is the Patients' Rights Association (40 Homewood Avenue, Suite 325, Toronto, Ontario M4Y 2K2. Phone (416) 923-9629). This association assists individuals with questions or problems regarding health care. This includes hospitalization, treatment in other institutions, as well as treatment by doctors and other health professionals. The Patients' Rights Association will advise people and sometimes help represent them in complaints regarding their health care, to the health care provider or hospital administrator, or to the relevant health care college (e.g. College of Physicians and Surgeons) in the case of a complaint. The Association also publishes a handbook called *Patients' Rights in Ontario*, available at the above address.

The local Community Information Centre and your other contacts can tell you about other community associations. There are many different community-based advocacy organizations in Canada concerned with a wide range of issues. There very well may be other groups in your community with experience in working on many of the problems immigrants encounter. Do not hesitate to ask.

Appendix 1, Where To Go For More Information, identifies a number of other resources which may be useful to you. These include bibliographies and directories, as well as a variety of other publications, booklets and newsletters.

Conclusion

Many services have been listed which provide information and advice, divided into four major areas – information and referral services, directories, legal services and other sources of assistance. Exploring these services can uncover valuable new resources.

Chapter VIII

Organizing and Managing Information

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Organizing and Managing Information

Clearly settlement workers have to deal with large quantities of information constantly. The manipulation of information – obtaining it, utilizing it, passing it on – is an essential part of this work.

It is therefore important to organize your information systems in such a way that all valuable material that you have acquired – about agencies, government, services, programs, etc. – is quickly and clearly available whenever needed. As well, you want to be able to update your materials easily, since much of the most indispensable information changes regularly.

Some guidelines for this process are offered here.

The Information

It is important to know what information is needed by people working in your agency. This will have implications for how the information is managed. Some questions to ask about this include:

- What information is needed?
- Who are the users?
- What information is currently being received?
- What are the characteristics of that information?
- What purpose does this have?
- What potential uses might be made for the information?
- What information should you include?

When thinking of libraries, many people think of just books and magazines. The following are examples of other kinds of print material which you should keep in your agency "library":

- Pamphlets about services;
- Descriptions of services published by government agencies and by community groups;
- Newsletters.

Non-Print Information

In addition to printed materials which come into your agency, you need to keep track of the various contacts you and your co-workers have developed. Your records can be very brief. For example, on a card you could note the name or names of people you have developed good relations with in your local Unemployment Insurance office; the name of a helpful community legal worker in your nearby community legal clinic; names of helpful people in other agencies, and in what areas they can be of help. You will have some contacts, your co-workers will have others and it is important that you share these. *Do* keep lists of these so they are easy to use – perhaps on index cards, one name per card, filed under the same categories you are using for organizing print materials.

Also make notes referring to knowledge which various staff people may have in their heads. This can be a very brief note, for example, the following recorded on a card labelled *Children:* "Juanita knows all about services for children. She has many helpful contacts in the area."

Information about agencies with which you deal frequently is very useful. Files with all relevant information about each agency should be maintained, including:

- Name of agency;
- Address and phone number;
- Contact persons;
- What services it offers;
- Special considerations;
- Eligibility requirements.

How Information Should Be Filed

There are different ways in which you can file and organize your information.

Information must be accurate, up-to-date and easy to use if it is to help you provide the most effective service to your clients. Efficient files can be used quickly and easily by anyone – professional or layperson. Resource files should almost do the thinking for those using the files.

While some are better than others, there is no perfect system. The most important thing is to *do something*. Any kind of system is better than no system at all. What is important is that you can find information when you need it, ideally quickly.

First, as discussed in the previous chapter, be aware of the services which specialize in organizing and providing information in your community. Community Information Centres maintain information on all services available in a community as their primary role. Your organization, by using this service, may not need to maintain a great deal of service information. Publications produced by CICs may be the main resource you require for names, addresses, phone numbers and service eligibility.

However, there are probably some very specific pieces of information your agency will need to maintain, for example: your contact lists, pamphlets and written information about other organizations you deal with frequently.

A Simple System

If your agency does not require an extensive and complex system, here's one you might want to consider. Bloor Information and Legal Services has a number of information boxes. Each box is identified by a subject heading. (The headings which Bloor Information uses are listed later in this chapter.)

Each box contains the information corresponding to that topic. Bloor Information also has a section for directories, and pamphlet drawers in a file cabinet that correspond to the same titles.

It can be that simple.

Setting Up A Library

If your agency needs to keep a significant collection of resource files, the solution may be to organize some form of library.

Here are some suggestions for getting started:

- Get something happening right away. Don't wait to unveil a perfect system.
- Your resource library should be seen as an active part of your agency right from the start.
- Its contents must be made known to staff as much and as helpfully as possible.
- Your agency as a whole should discuss the goals and responsibilities of the resource library while it is being organized or altered substantially.
- One person in your agency should be appointed as "the librarian". This person should have primary responsibility for maintaining the library.
- No one system is best for all situations. Therefore assistance is needed for the librarian to identify procedures which best meet the needs of the whole organization.
- All staff should send materials to the librarian for consideration as part of the collection. If individual staff want to hold on to their own documents, then a card can be made indicating what the document is and where it can be found.

Mechanical Steps in Getting Started

- Stamp everything with your organization's stamp.
- Get material sorted into basic usable categories.
- Make up categories which make sense for your agency – there need be no magic. New headings can always be created as you go along.
- "Some Categories for Organizing Information" are headings which the Bloor Information and Legal Service uses to organize its information. The Ontario Association of Legal Clinics has developed a Poverty Law Index which could provide you with another guide. Or ask your Community Information Centre for suggestions.
- Put periodicals together in boxes and arrange them alphabetically by title.
- Set up some kind of sign-out system so that you always know where library items are and be sure that they are also signed back in, when returned.

Another System

Resource Files, originally published by the Ministry of Citizenship and Culture in 1977 (now out of print but reprinted in 1983 in *Information Skills for Commu-*

Some Categories for Organizing Information

These are categories used by Bloor Information and Legal Services in organizing its information.

Housing	Immigration
Children and daycare	Disabled
Emergency Services	Consumer Information
Family	Education
Ethnocultural	Senior Citizens
Youth	Women
Mental Health	Unemployment
Recreation	Human Rights
Community Information Centres	Legal Services
Miscellaneous	Directories

nity Organizations, a publication of the Cross Cultural Communication Centre), describes another way of organizing your information. "Basic Resource Files" is excerpted from this publication:

Basic Resource Files

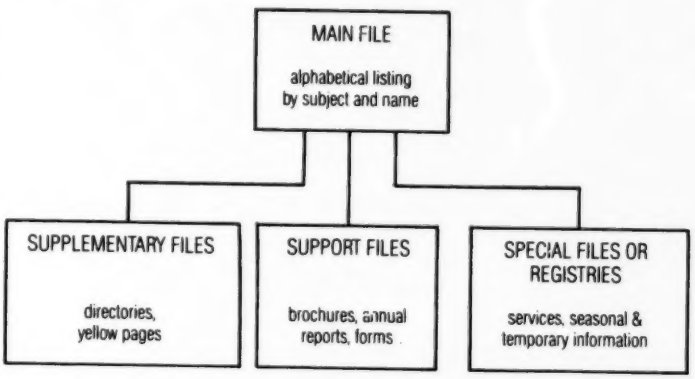
We recommend a system based on four basic types of files: a main file, supplementary files, support files and special files.

1) The main file

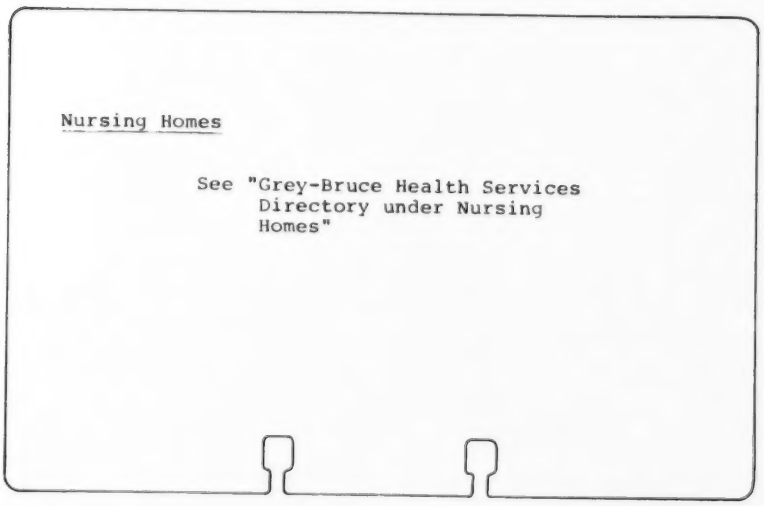
By far the most important is the main file, the basic information source. It is usually a card file which contains all subjects and names of agencies, with pertinent data, in alphabetical order. You should be able to answer 90 percent of information queries directly from this main file. It should be cross-indexed to the other three files.

2) Supplementary files

Supplementary files are usually in the form of printed information produced by the centre or by others. For example: community directories, special directories, KWIC Index, yellow pages. Use "see" and "see also" references on main file cards to refer staff to these file supplements for additional information. For example: if your area (Grey/Bruce counties) has a directory of nursing homes, you needn't list all the data in the card file. In the main file, under the subject Nursing Homes, place the notation "See Grey-Bruce Health Services Directory under Nursing Homes". (Use the subject heading only – not page numbers. They will change with each edition.)



Sample reference to directory on main file card

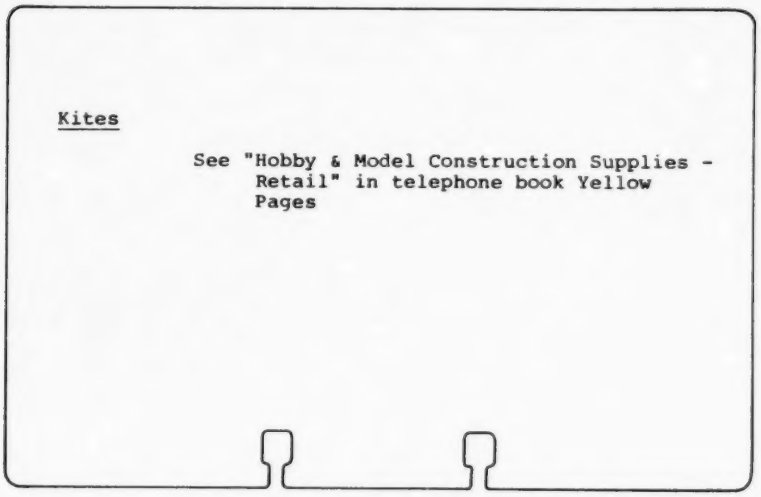


Yellow pages

It is important to have access to the yellow pages of not only your own community but of nearby communities and the nearest metropolitan area as well. Local or long distance operators will not give out yellow pages information. Copies of yellow pages for other communities in the province and the rest of Canada, as well as some American cities, are

available in most public libraries. You can also purchase them from the local telephone company office. The books will vary in price from $2 to $5. Because yellow pages subject headings are not always those used in everyday conversation, your subject heading "see" cards will be helpful in shortening search time.

Sample "see" card in main file

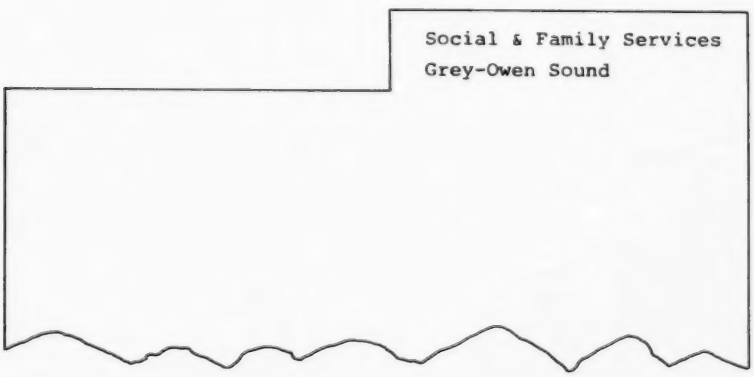


"See" cards can also refer you to lists or special directories of information such as repair services, accountants, doctors, lawyers, etc.

Support files

Support files are usually letter- or legal-size file folders which contain additional bulky or very detailed material pertaining to the individual agencies and services listed in the main file. They will include: annual reports, forms, brochures, booklets, maps, etc. They should be filed alphabetically by the name of the group.

Sample file folder title



All support-file material is listed in the main file with a "see also" card. It should indicate the name under which the material is filed and a list of the items included.

These items are used less often than the referral information on the main file cards, but are still important. (During the annual update of your files, be sure to request each agency to forward copies of its latest reports, more application forms, etc., to add to the support files.

Special files

Special files or registries consist of lists or card files of special information pertinent to your immediate community (a housing registry) or seasonal information (income tax clinics). These special files are an extension of the main file. All frequently used material

should stay in the main file, *except* when one specialized area or category becomes too large. For example: if the number of adult education classes increase to the point where there are 100 or more listings in the main card file, then you may move them into a specialized file. Caution: it is quicker and easier to check one source rather than two. Make sure you have sound reasons to separate a category out from the main file.

Conclusion

This chapter has provided you with a number of suggestions regarding how you can organize information in your organization so that you – and your co-workers – can find it easily.

This information is very brief. Much of it has been adapted from a publication of the Cross Cultural Communication Centre called *Information Skills for Community Organizations: A Workshop Series*, which discusses the subject in much greater depth, and may be a helpful resource. Your local Community Information Centre also may have some guidelines for how you can organize information. This section has also drawn upon some information presented by the Ontario Association of Legal Clinics in their workshops on information organization.

What type of system you use for organizing your information isn't so important. But it *is* important that you have some form of system, however simple. Information is power – well organized information will increase your effectiveness as a counsellor and advocate for immigrants.

Chapter IX

The Canadian Context

Chapter IX

The Canadian Context

Social and political relationships in Canada are unique, as they are in any other country, based on its history, its cultures, and its customs. An understanding of these features and how they differ from those of the communities you work with is already part of your special expertise. In order to facilitate your work in helping newcomers adapt to the demands of this environment, three major aspects of functioning in Canada are briefly discussed below.

These are customary behaviours that are relevant to anyone seeking to gain full access to services, programs and benefits to which their circumstances entitle them, but which other factors may hinder them from gaining.

Be Assertive

Many counsellors find that a number of their clients tend to be deferential and reserved when approaching government officials. If they are not initially understood, they might withdraw even when they know they are right. This is true of many Canadian-born people as well.

However, it is generally quite acceptable to be assertive and persistent in asking for or even demanding what one is entitled to. Doing so may even be expected.

The Charter of Rights and Freedoms guarantees that every individual is equal under the law. The purpose of government legislation and policies is to ensure such equal treatment. Government and "public" servants are there to serve the public, which includes you and your clients. You have a right to insist upon impartial treatment and assistance in accordance with the law. If there is a government service your client is entitled to, you need not feel inhibited in requesting it. If there is any problem, clarify your client's entitlement to the service.

Elected officials – members of parliament and cabinet ministers – are there to represent their constituents. If you are having difficulty in obtaining services for your clients, ask them for help.

Suggestions from the public and interest groups are a major source of change in government policy. Policy and legislative proposals are regularly modified or even withdrawn in response to representations by the public. Point out to your elected officials ways in which you think programs can be better run or policies and legislation improved.

Your party affiliation or political views are irrelevant. They make no difference with respect to eligibility for government services, or in getting help from your member of parliament or from any government minister. Similarly, one should not be entitled to better treatment because of political affiliation.

Be Informal

Canadian society is more informal than that in many other countries. It is usual, for example, to use first names with people one works with. It is also quite common to address government officials and other contacts by their first names. If you are unsure whether to use a first or last name when speaking to someone, ask what he or she prefers.

Such customs indicate the informal basis of much business and exchange of information in Canada. Establishing personal contact with others while still remaining within the framework of a professional relationship is consistent with the cultural context.

Get Help

Because of the complexity of this society, it is impossible for anyone to be familiar with everything. Furthermore, changes happen so frequently that keeping up to date is a constant effort.

Partly for this reason, "continuing" or "adult" education is very common. Adults in all walks of life attend training or adult education courses or seminars. They may do this to learn about new areas, to explore interests, or just to keep up with new developments in their own field. For example, most professionals such as lawyers and social workers regularly attend workshops and courses to learn about new developments and new techniques, or just to brush up on their skills.

Where possible, take courses and attend training events to maintain your skills. It is an excellent way to meet new people and develop contacts, and to give others the benefit of your experience.

Conferences are another good way of updating your knowledge and maintaining contact with others in your field. It can also be helpful to let your colleagues know about conferences you attend and to exchange information with them.

Chapter X

Social Advocacy

Chapter X

Social Advocacy

The Guide has discussed how you can be an effective advocate on behalf of individuals and has suggested ways to assist them to obtain necessary services.

Through this work, you and your agency may identify needs which are not being met by existing services or programs. You may find consistent problems with the way some programs are operated, or areas in which government policies and legislation should be changed.

Such observations are important to follow up on. Your views are important and can help lead to changes. Some tips in advocating for change follow.

Contacting the Decision-Makers

First decide with whom in government you want to communicate. Is it a matter for the federal, provincial or municipal government? Who are the people who are going to be able to effect the changes you want?

You can start by identifying the ministry or administrative body under which the subject may fall. Locate the key people involved in the program. A government phone directory may help you in identifying the appropriate official to approach, or one of your community contacts may be able to help.

You may wish to start by writing a letter outlining your concerns and suggestions about what action you would like taken. In some cases, a response to a letter can resolve the situation. If not, you may want to meet the officials concerned for a direct discussion.

In other cases, you will want to present a brief. This is a document, usually from an organization, which identifies problems and presents suggestions. It is important that the brief contain facts backing up your arguments. *Verify those facts.* You may lose all credibility by submitting faulty information in support of position.

You should also write to the appropriate minister detailing your suggestions. Do not hesitate to contact your local MP or MPP. If you wish to meet with them or have them visit your association, their staff should be able to arrange this.

Join With Others

In advocating for social change, it is usually helpful to ally yourself with others with similar concerns, and work together. For example, if many clients of your agency have a recurrent problem, this is likely to be shared by clients of other settlement service organizations. It will be easier to emphasize the importance of your case if you can all get together, perhaps through a larger group like OCASI.

There are also other mainstream groups which may share common interests with you. For example, social planning councils are concerned about the effects of social programs and social policies. They regularly present briefs and suggestions to government. Similarly, concerns of immigrant women in many respects may share common ground with those of other women in Canada. Working together with one of the many women's groups in the community may achieve more support for the issue.

Chapter XI

Summing Up

Chapter XI

Summing Up

The purpose of this Guide is to further your work with your clients by providing information and suggestions that could improve your utilization of government and community services.

The following is a brief summary.

Know As Much As Possible

If possible, try to find out as much as you can in advance about how government is structured in Canada, and who provides which service. What are the requirements – eligibility, application procedures – for each service? What is the best way to approach each agency?

Some steps you can take include:

- Reviewing the insights regarding structure of government provided in Chapter II.
- Asking delivery agencies to give you brochures and written documentation about their programs.
- Getting further information from your network of contacts in community agencies and elsewhere.

Develop Contacts

The best way to obtain really useful information is through personal contacts. Personal contacts – individuals in government agencies and in other community organizations – can be your allies, and can save you a lot of time. *This is one of the most important steps you can take.*

Chapter III provides some ideas for how you can develop contacts and networks which will greatly assist you in your work.

Requesting Services

Chapter IV provides suggestions for contacting workers in government and community agencies which provide services. Some key factors discussed include:

- Talk to another person, not an agency. If you can make personal contact, you are more likely to be successful and satisfied.
- Be courteous but be *firm*. Don't give up if you have not been given a satisfactory answer.

Appeals

If an official turns down a request for service, and you feel your client does indeed have a case, there is much more that you can do.

You can request reasons for the negative decision. You can call back, if appropriate, to present new information and arguments, and to request reconsideration.

If that doesn't work, you can appeal *informally* – to the supervisor of the person you spoke to, to higher officials in the program or government office.

Chapter V discusses some of these approaches. Write to the minister if you feel your client has a case. Ask your MP or MPP for assistance – they can be very helpful.

For most programs there are *formal appeal mechanisms*. For many programs there are several layers of appeals – if you are turned down at one, you can appeal to a still higher level. These are also discussed in Chapter V.

Making a formal appeal requires careful preparation. There may be time limits when an appeal can be filed. You may need assistance from a community legal clinic or from others.

Sources of Information and Assistance

There are a number of different agencies and organizations which provide information and assistance. These range from government and community information and referral services to advocacy organizations which can provide representation for your clients. There are also a number of directories that can be invaluable to you in your work.

Human services in Canada are complex and no one can possibly know all the answers. Chapter VII lists a number of sources of information and assistance.

Organizing Your Information

Your agency has probably accumulated a lot of information. You should also have a number of contacts who can help with a variety of different problem areas. Chapter VIII provides some suggestions for organizing this information into a fully developed library, or into a simple system – whichever may work for you.

Conclusion

Three major themes have been emphasized as crucial elements of your work as a successful advocate and counsellor for immigrants:

- Communicating through personal contacts;
- Being persistent – for example, by assisting your client in appealing an initially negative decision; and
- Making use of all sources of information and assistance.

Being an effective advocate and counsellor is not easy. We hope that these suggestions will assist you in obtaining full access to the government and community services needed by immigrants.

Appendices

Appendix 1

Where to Go for More Information

Almost all organizations – both government and community agencies which deliver services – produce pamphlets or other written materials which describe their services in some way. Most of these organizations, particularly the larger ones, produce lists of their publications.

Bibliographies and Directories

A *Bibliography of Informational Pamphlets and Brochures*, produced by the Citizenship Development Branch, Ministry of Citizenship and Culture, is a listing of over 300 pamphlets and brochures offered by government and by many community agencies. The *Bibliography* focuses on programs and services of particular interest to immigrants. It indicates those items which are available in various languages. It is organized by topic areas, for example: "Health", "Education", "Employment", "Financial Assistance", etc.

The *Bibliography* is available free of charge from: Citizenship Development Branch, Ministry of Citizenship and Culture, 77 Bloor St. West, 5th Floor, Toronto, Ontario M7A 2R9; (416) 965-9919.

The best way to find out what pamphlets and other publications are available is to call or write the program you want information about and ask them what publications they have. Most agencies and government departments have a list of their publications available on request.

The Ontario Government Bookstore publishes a list of most Ontario government ministries' publications. This can be obtained from the Bookstore (see Chapter VII for address and phone number). Each federal government department publishes a list of its publications. This can be requested from the local or Ottawa office of each department. The Canada Service Bureau or your *Index to Federal Programs and Services* (see Chapter VII) can give you current addresses and phone numbers.

A word of warning: hundreds of organizations are constantly producing perhaps thousands of different pamphlets of different types. Many of these are updated, and others go out of print. No bibliography or directory will ever be complete or entirely accurate. They can be helpful to give you a good idea of what exists, but for the most current, up-to-date information, you must contact the agency directly.

Most organizations, both government and community, also publish reports. Annual reports tell you something about the purpose of the organization and its recent activities. For example, the annual report of the Ontario Human Rights Commission (Chapter VI) gives examples of the types of complaints it has received, and types of action it has taken. The annual report for the Social Assistance Review Board (Chapter V) indicates how many appeals of various types it has heard and the outcomes. You will want annual reports for those agencies you deal with frequently.

The directories listed in Chapter VII are essential references you should be sure to have. And make sure you have the latest edition – information changes quickly!

Other Selected Resources

The following are a few other resources which might be of interest to you.

Citizenship Development Branch

The Citizenship Development Branch of the Ministry of Citizenship and Culture has a number of resources which may be useful to you. These resources are available at no cost. Check with the Citizenship Development Branch at the address indicated above under *Bibliography of Informational Pamphlets and Brochures* or contact your local Regional Services Office of the Ministry for the latest information and to obtain publications.

Materials and Services for ESL Teachers and Others Working with Newcomers is one particularly valuable resource. This brochure lists and describes resources for ESL teachers, where to get them and their price. It also has more general information which may be useful for counsellors serving immigrants.

Information About the Structure of Government

The Canadian Citizen is available at no cost from: Department of the Secretary of State, Publications Section, Communications Branch, Ottawa, Ontario K1A 0M5; (613) 997-0055.

This booklet is intended mainly for people who are thinking of applying for Canadian citizenship. It has a good discussion of one's rights as a citizen and structure of government in Canada. This discussion includes consider-

ation of the political party structure and how laws are passed.

Citizen's Guide to the Ontario Legislature is available from: Ontario Public Interest Research Group, 302 Innis College, 2 Sussex Avenue, Toronto, Ontario M5S 1J5; (416) 978-3032

This is an eight-page tabloid that discusses the decision-making and power structure within the Ontario legislature. It includes a listing of all Ministries and corresponding Boards, Commissions and Agencies.

The Cross-Cultural Communications Centre (CCCC)

Services of the CCCC are described in Chapter VII. They can provide information about the availability of a wide range of resources. Their address and phone number is listed in Chapter VII.

The Centre publishes a *Monthly Newsletter* that is sent to members of the Centre ($15 per year). The Newsletter provides a comprehensive listing of activities and events, mainly in the Toronto area. It also provides information about many new resources, as well as other information of interest to people working with immigrants.

The Centre's *Information Skills for Community Organizations: A Workshop Series* was discussed in Chapter VIII. This publication, about organizing and managing information, was developed for a series of workshops on information skills for non-profit community organizations. It is a comprehensive resource regarding organizing information for small, non-profit community groups. It has many references as well to other sources of information.

The Toronto Immigrant Services Directory (cost: $9.00) lists and describes approximately 200 community and government agencies which provide services for immigrants. The directory concentrates on Metro Toronto, and indexes agencies by the language and type of service provided.

Training Manuals Regarding Communications and Referral

The Community Information Centre of Metropolitan Toronto (34 King St. East, 3rd Floor, Toronto, Ontario M5C 1E5; (416) 863-0505) has two trainers' manuals which may be of interest to counsellors working with immigrants.

Training in Information and Referral (price: $15.00) is the manual used for a course on learning where to obtain accurate information on services when you need it, in order to pass this information on to your clients or to refer them to appropriate sources of assistance.

The Art of Communicating (price: $15.00) is the manual for a course on improving the ability of participants to be more effective communicators in any situation or relationship. The manual emphasizes adult education principles.

Legal Information

Chapter VII and other parts of this Guide mention major sources of information regarding the law and legal assistance. Following are some additional resources.

Community Legal Education Ontario (CLEO) (62 Noble Street, Toronto, Ontario M6K 2C9; (416) 530-1800) is a community legal clinic. However, unlike other clinics, CLEO specializes in providing information and education on the law as it affects low-income people. CLEO publishes a number of pamphlets and resources on a variety of topics (e.g. tenants' rights, family law). You can contact them for a current list of their publications.

CLEO's *A Guide To Legal Aid* (price: $6.50) may be of particular interest. This publication provides a good overview of our legal system, roles of lawyers, and what kinds of problems might qualify for legal aid assistance. This booklet describes in some detail how to apply for a legal aid certificate.

The Ontario Association of Legal Clinics (700 Bay Street, Suite 2303, Toronto, Ontario M5G 1Z6; (416) 979-7044) publishes a newsletter entitled *Equity*. While Equity is intended mainly for community legal clinics, it can also be obtained by other community organizations. It contains information about new legal developments and cases as well as information about new resources regarding advocacy and poverty law.

Most community legal clinics (see Chapter VII and Appendix 3) produce pamphlets or publications regarding various aspects of the law which may concern immigrants (e.g. regarding immigration, family law, tenants' rights, injured workers, financial assistance). Contact your local community legal clinic to see what publications they have available.

The Older Person and the Law is published by Canadian Pensioners Concerned, Ontario Division, 51 Bond Street, Toronto, Ontario M5B 1X1;(416) 368-5222 (cost $4.50). This is an easy-to-read handbook covering areas of the law as it relates to older

people. For example, it discusses pensions, health services, tenants' rights, consumer protection and many other areas. It describes sources of assistance and information services specific to older adults. It is designed both for older adults themselves and also for organizations and individuals working for them.

Unemployment Insurance

A General Introduction to Unemployment Insurance Benefits, a 36 page booklet, is available free from: Canada Employment and Immigration, Public Affairs Department, 4900 Yonge Street, Suite 700, North York, Ontario M2N 6A8.

This booklet describes eligibility and common procedures for making an application for unemployment insurance benefits. It also discusses how to go about filing appeals.

Collecting Pogy is a creation of the Aitksan-Wet'suwet'en Tribal Council. It is available for $1.00 (bulk rates lower) from Community Legal Education Ontario (see above). This is an easy-to-read comic book describing how to make an application for unemployment insurance benefits. It may be useful for both counsellors and clients.

Assaulted Women

The *Compendium of Services for Battered Women* (cost $4.00) is available from the Ontario Government Bookstore (see address and ordering information in Chapter VII). This compendium lists agencies and organizations that provide services directly to battered women.

Working With Assaulted Women: A Handbook for Lay Counsellors, by Monica Riutort and Shirley Endicott Small is available from Education Wife Assault (427 Bloor St. West, Toronto, Ontario M5S 1X7 (416) 968-3422) Cost $2.50. This practical guide explains, in simple terms, some of the myths regarding wife assault. It gives practical steps for working with women who have been assaulted. For example, it provides tips regarding crisis counselling. It lists very specific steps you can take to help women obtain housing and welfare. It provides simple explanations of immigration categories and what you should do if it is necessary to clarify immigration status.

Much of the information in this handbook, for example its guidance in applying for welfare, is of general interest, not limited just to women who have been assaulted. Thus it can be a helpful resource for counsellors, even if they are not working with assaulted women.

Appendix 2

Community Information Centres

Listed Alphabetically by Locality

Association of Community Information Centres in Ontario
89 Wyndham Street North,
Suite 201
Guelph, Ontario N1H 4E9
Phone: (519) 836-2511

Ajax-Pickering
Ajax-Pickering Information Service
132A Commercial Avenue,
Ajax, Ontario L1S 2H5
Phone: (416) 686-2661

Alliston
South Simcoe Community Information Centre
64 Victoria Street West
Alliston, Ontario L0M 1A0
Phone: (705) 435-4900

Amherstburg
Amherstburg, Anderon, and Malden Community Service Centre
272 Sandwich Street South
Amherstburg, Ontario N9V 2A6
Phone: (519) 736-5471

Ancaster
Ancaster Information Centre
314 Wilson Street East
Ancaster, Ontario L9G 2B9
Phone: (416) 648-6675

Aylmer
Community Information and Help Centre
67 Talbot Street East
Aylmer, Ontario W5H 1H3
Phone: (519) 773-5301

Barrie
Information Barrie
37 Mulcaster Street
Barrie, Ontario L4M 3M2
Phone: (705) 728-2662

Belle River
Community Information Centre
Box 885
Belle River, Ontario N0R 1A0
Phone: (519) 728-1435

Belleville
Community Information Centre
240 William Street
Bellevile, Ontario K8N 3K3
Phone: (613) 968-8288

Brampton
Information Brampton
Chinguacousy Branch
City of Brampton Public Library
and Art Gallery
150 Central Park Drive
Brampton, Ontario L6T 1B4
Phone: (416) 793-4636 Ext. 30/31

Brantford
Information Centre
P.O. Box 113
115 Colborne Street
Brantford, Ontario N3T 5M3
Phone: (519) 753-3171

Brock
See Cannington

Burlington
Information Burlington
2331 New Street
Burlington, Ontario L7R 1J4
Phone: (416) 639-4212

Caledon East
Caledon Information Centre
Town of Caledon
Administration Centre
Church Street, P.O. Box 1000
Caledon East, Ontario L0N 1E0
Phone: (416) 584-9460

Cannington
Brock Information Centre
Box 131, 30 Allen Street
Cannington, Ontario L0E 1E0
Phone: (705) 432-2636

Cobourg
Share Info. Community
Information Centre Inc.
P.O. Box 632
Cobourg, Ontario K9A 4L3
Phone: (416) 372-8913

Collingwood
Collingwood and District
Information Centre
125 Napier Street
Collingwood, Ontario L9Y 3T1
Phone: (705) 445-0641

Dufferin
See Orangeville

Dundas
Information Dundas
10 Market Street South
Dundas, Ontario L9H 5G4
Phone: (416) 627-5461

Elmira
Woolwich Community
Information Centre
73 Arthur Street South
Elmira, Ontario N3B 2M8
Phone: (519) 669-5139

Erin
Information Erin
Box 786
Erin, Ontario N0B 1T0
Phone: (519) 833-9696

Essex
Community Information Essex
115 Talbot Street North
Essex, Ontario N8M 2C5
Phone: (519) 776-6262

Fergus
Fergus Information
P.O. Box 3
Fergus, Ontario N1M 2W7
Phone: (519) 843-5140

Flamborough
See Waterdown

Gloucester
See Ottawa

Guelph
Guelph Information
161 Waterloo Avenue
Guelph, Ontario N1H 3H9
Phone: (519) 821-0632

Haldimand-Norfolk
See Simcoe

Haliburton
Haliburton County
Information Centre
P.O. Box 862
Haliburton, Ontario K0M 1S0
Phone: (705) 457-2733

Hamilton
Community Information Service
Hamilton-Wentworth
155 James Street South
Suite 601
Hamilton, Ontario L8R 2K2
Phone: (416) 528-0104

Keswick
Information Georgina
Resource Centre
213 Queensway
Keswick, Ontario L4P 2A3
Phone: (416) 476-4331

Kingston
Kingston District Community
Information Centre
286 Montreal Street
Kingston, Ontario K7K 3H1
Phone: (613) 542-7317

Kingston
Kingston Tak
51 Queens Crescent
Kingston, Ontario K7L 2S7
Phone: (613) 544-1771

Kitchener
Community Information Centre
of Waterloo Region
10 Water Street North
Kitchener, Ontario N2H 5A5
Phone: (519) 579-3800, 653-5705

Lakefield
Information Lakefield
Lakefield Public Library
Box 220
Lakefield, Ontario K0L 2H0
Phone: (705) 652-8655

Leamington
South Essex Community Council
18 Selkirk Avenue
Leamington, Ontario N8H 1G3
Phone: (519) 326-8629

London
Information London
388 Dundas Street, 2nd Floor
London, Ontario N6B 1V7
Phone: (519) 432-2211
Administration: (519) 432-1105
T.D.D. (519) 432-1106

Malton
Malton Community
Information Services
Westwood Mall
7205 Goreway Drive
Malton, Ontario L4T 2T9
Phone: (416) 677-6585

Markham
Information Markham
5 Wellington Street East
Markham, Ontario L3P 3A7
Phone: (416) 294-4300, 731-3145

Midland
Contact Telephone Information
and Referral Centre
Box 423, 605 Yonge Street
Midland, Ontario L4R 4L1
Phone: (705) 526-9333

Mississauga
Meadowvale Community
Information Service
6677 Meadowvale
Town Centre Circle
Mississauga, Ontario L5N 2R5
Phone: (416) 826-9447

Niagara Falls
Information Niagara
5017 Victoria Avenue
Niagara Falls, Ontario L2E 4C9
Phone: (416) 356-4636

Oakville
Information Oakville
120 Navy Street
Oakville, Ontario L6J 2Z4
Phone: (416) 845-3255

Orangeville
Information Dufferin
146 Broadway
Orangeville, Ontario L9W 1J9
Phone: (519) 941-6931

Orillia
Information Orillia
76 Mississauga Street West
Orillia, Ontario L3V 3A8
Phone: (705) 326-7743

Oshawa
Information Oshawa
50 Centre Street South
Oshawa, Ontario L1H 3Z7
Phone: (416) 728-6233

Ottawa & Area
Community Information Centre
of Ottawa-Carleton
Centre d'Information
Communautaire d'Ottawa-
Carleton
18 By Ward Market, 3rd Floor
Ottawa, Ontario K1N 7A1
Phone: (613) 238-2101-2 (Inform.)
Phone: (613) 238-5969 (Business)

Information Gloucester
Beacon Hill North Shopping
Centre
2339 Ogilvie Road
Gloucester, Ontario K1J 8M6
Phone: (613) 741-0770

The Olde Forge
Community Resource Centre
2730 Carling Avenue
Ottawa, Ontario K2B 7J1
Phone: (613) 829-9777

Oxford
See Woodstock

Peterborough
Peterborough Information Centre
and Volunteer Bureau
281 King Street
Peterborough, Ontario K9J 2S4
Phone: (705) 743-2523

Port Perry
Information Scugog
P.O. Box 1066
208 North Street
Port Perry, Ontario L0B 1N0
Phone: (416) 985-8461

Richmond Hill
Helpmate Community
Information & Volunteer Bureau
M.L. McConaghy Centre
10100 Yonge Street
Richmond Hill, Ontario L4C 1T8
Phone: (416) 884-3839

St. Catharines
Information Niagara
360 St. Paul Street
St. Catharines, Ontario L2R 3N2
Phone: (416) 682-6611
Phone: (416) 734-4222 (Welland
area)

St. Thomas
St. Thomas/Elgin Information Services
538 Talbot Street
St. Thomas, Ontario N5P 1C4
Phone: (519) 631-1100

Sarnia
Information Sarnia-Lambton
224 N. Vidal Street
Sarnia, Ontario N7T 5Y3
Phone: (519) 336-2422

Sault Ste. Marie
Sault Ste. Marie Community Information Centre
8 Albert Street East
Sault Ste. Marie, Ontario P6A 2H6
Phone: (715) 949-6565

Scugog
See Port Perry

Simcoe
Community Information Centre Haldimand-Norfolk
85 Pond Street
Simcoe, Ontario N3Y 2T5
Phone: (519) 426-6655

South Essex
See Leamington

St. Catharines
Information Niagara
360 St. Paul Street
St. Catharines, Ontario L2R 3N2
Phone: (416) 682-6611
Phone: (416) 734-4222 (Welland area)

St. Thomas
Elgin Information Services
538 Talbot Street
St. Thomas, Ontario N5P 1C4
Phone: (519) 631-1100

Stoney Creek
Stoney Creek Information Centre
6 King Street East, 2nd Floor
Stoney Creek, Ontario L8G 1J8
Phone: (416) 664-2333

Stratford
Stratford & District Community Information Centre
38 Albert Street
Stratford, Ontario N5A 3K3
Phone: (519) 271-7080

Thunder Bay
Community Information and Referral Centre
221 Bay Street
Thunder Bay, Ontario P7B 1R1
Phone: (801) 345-4009

Tillsonburg
Information Tillsonburg
185 Rolph Street
Tillsonburg, Ontario N4G 3Y9
Phone: (519) 842-9007

Toronto & Area
Information Agincourt
3333 Finch Avenue East
Agincourt, Ontario M1W 2R9
Phone: (416) 494-6912

Bloor Information and Legal Services
835 Bloor Street West
Toronto, Ontario M6G 1M1
Phone: (416) 531-4613 (Info. Serv.)
Phone: (416) 531-7376 (Legal Serv.)

Community Information Fairview
P.O. Box 2273 Fairview Mall
1800 Sheppard Avenue East
North York, Ontario
Phone: (416) 493-0752

Information Downsview
c/o Jane Junior High School
4505 Jane Street
Downsview, Ontario M3N 2K7
Phone: (416) 633-1067
Phone: (416) 663-1420

Junction Community Information Centre
1589 Dupont Street
Toronto, Ontario M6P 3S5
Phone: (416) 534-3561, or
Phone: (416) 534-3562

LINK Information and Referral
74-76 Sheppard Ave. W.
North York, Ontario M2N 1M3
Phone: (416) 223-9727, 223-9728
TTY No.: (416) 226-3737

Community Information Centre of Metropolitan Toronto
34 King Street East, 3rd Floor
Toronto, Ontario M5C 1E5
Phone: (416) 863-0505

Neighbourhood Information Centre
91 Barrington Avenue
Toronto, Ontario M4C 4Y9
Phone: (416) 698-1626

Neighbourhood Information Post
265 Gerrard Street East
Toronto, Ontario M5A 2G3
Phone: (416) 924-2543

Parkdale Community Information Centre
1303 Queen Street West
Toronto, Ontario M6K 1L6
Phone: (416) 532-7939

Rexdale Community Information and Legal Services
1530 Albion Road
Rexdale, Ontario M9V 1B4
Phone: (416) 741-1553

Y.M.C.A. – A.S.C.C. Community Information Centre
185 – 5th Street
Etobicoke, Ontario M8V 2Z5
Phone: (416) 255-5322
Phone: (416) 252-6471 Ext. 18, 19

Vaughan
See Woodbridge

Waterdown
Information Services
Flamborough
15 Mill Street South
Box 240
Waterdown, Ontario L0R 2H0
Phone: (416) 689-7880

Welland
See St. Catharines

Whitby
Whitby Community
Information Centre
Whitby Public Library
405 Dundas Street West
Whitby, Ontario L1N 6A1
Phone: (416) 668-0552

Windsor
Community Information Services
1695 University Ave. W.
Unit E – United Way Building
Windsor, Ontario N9B 1C3
Phone: (519) 253-6351

Woodbridge
Vaughan Community
Information Services
150 Woodbridge Avenue, Box 212
Woodbridge, Ontario L4L 1B1
Phone: (416) 851-2333
Phone: (416) 738-2233

Woodstock
Information Oxford
Box 955
19 Wellington Street North
Woodstock, Ontario N4S 8A3
Phone: (519) 539-4889

Mailing List for Non-Member Centres in Ontario

Acton
Acton Social Services &
Information Centre
115 Mill Street East
Acton, Ontario
L7J 1H7

Brockville
Community Information/Lanark,
Leeds & Grenville
P.O. Box 1914
Brockville, Ontario
K6V 6N6

Cornwall
Cornwall Information Centre
c/o The Cornwall Chamber of
Commerce
P.O. Box 338
132 Secord Street East
Cornwall, Ontario
K6H 5T1

Honeywood
Highlands Rural Learning Centre
Honeywood, Ontario
L0N 1H0

Markdale
S.E. Grey Support Services
Box 300
Markdale, Ontario
N0C 1H0

Mississauga
Meadowvale Community
Information Service
6677 Meadowvale Town Centre
Circle
Mississauga, Ontario
L5N 2R5

North York
Flemingdon Neighbourhood
Services
747 Don Mills Road, #112
City of North York, Ontario
M3C 1T2

Trenton
Trenton Memorial Public Library
18 Albert Street
Trenton, Ontario
K8V 4S3

Appendix 3

Community Legal Clinics

Ontario Association of
Legal Clinics
700 Bay Street
Suite 2303
Toronto, Ontario M5G 1Z6
Phone: (416) 979-7044

Belleville
Hastings & Prince Edward
Legal Services
194 Front Street
Belleville K8N 2Y7
Phone: (613) 966-8686

Chatham
Legal Assistance Kent
78 Wellington Street West
P.O. Box 97
Chatham N7M 5K1
Phone: (519) 351-6771

Cornwall
Stormont, Dundas & Glengarry
Community Legal Clinic
4 Montreal Road
Cornwall K6H 1B1
Phone: (613) 932-2703/6/7

Georgetown
Halton Hills Community
Legal Clinic
5 Wesleyan Street
Georgetown L7G 2E2
Phone: (416) 877-5256
Phone: (519) 853-2400

Hamilton
Dudurn Community
Legal Services
426 Main Street West
Hamilton L8K 1H9
Phone: (416) 527-4572

Hamilton Mountain Legal and
Community Services
550 Fennel Ave. East, Suite 208
Hamilton L8V 4S9
Phone: (416) 575-9590

McQuesten Legal and
Community Services
360 Queenston Road
Hamilton L8K 1H9
Phone: (416) 545-0442

Hawkesbury
Clinique Juridique Populaire de
Prescott-Russell
577 rue McGill, C.P. 156
Hawkesbury K6A 2S2
Phone: (613) 632-1136

Kenora
Kenora Community Legal Clinic
336 Second Street South
Kenora P9N 1G5
Phone: (807) 468-8888

Kingston Area
Correctional Law Project
Queen's University
Kingston K7L 3N6
Phone: (613) 547-5803

Rural Legal Services
c/o Faculty of Law
Macdonal Hall
Queen's University
Kingston K7L 3N6
Phone: (613) 547-5803

North Frontenac Community
Services Corp.
P.O. Box 250
Sharbot Lake K0H 2P0
Phone: (613) 279-2928
Phone: (613) 279-2223

Kitchener Area
Waterloo Region Community
Legal Services
30 Francis Street South
Kitchener N2G 2A1
Phone: (519) 743-0254
Cambridge
Phone: (519) 653-1640

London
London Legal Clinic
121 Queen's Avenue
London N6A 1H9
Phone: (519) 679-6771

Neighbourhood Legal Services
of London and Middlesex
611 Dundas Street
London N5W 2Z1
Phone: (519) 439-0282

Moosonee
Keewaytinok Native
Legal Services
Box 218
Moosonee P0L 1Y0
Phone: (705) 336-2981

North Bay
Nipissing Community
Legal Services
466 First Avenue West
North Bay P1B 3Z4
Phone: (705) 476-6603

Orillia
Simcoe Legal Services Clinic
43 West Street North
Orillia L3V 5C1
Phone: (705) 326-6444

Oshawa
Durham Legal Clinic
40 King Street West
3rd Floor
Oshawa L1H 1A4
Phone: (416) 728-7321

Ottawa
Community Legal Services
(Ottawa-Carleton)
71 Daly Street
Ottawa K1N 6E3
Phone: (613) 238-7008

West End Legal Services
2835 Dumaurier Avenue
Ottawa K2B 7W3
Phone: (613) 596-1641

Renfrew
Renfrew County Legal Services
180 Plaunt Street South
Suite 3, P.O. Box 810
Renfrew K7V 4H2
Phone: (613) 432-8280

Sault Ste. Marie
Algoma Community Legal Clinic
Suite 503, 123 March Street,
Box 1333
Sault Ste. Marie P6A 2Z5
Phone: (705) 942-4900

Sioux Lookout
Sioux Lookout Community
Legal Clinic
56 Front Street
P.O. Box 187
Sioux Lookout P0V 2T0
Phone: (807) 737-3074/5

St. Catharines
Niagara North Community
Legal Assistance
8 Church Street,
P.O. Box 1266
St. Catharines L2R 3B3
Phone: (416) 682-6635

Sudbury
Sudbury Community Legal Clinic
215 Elm Street West
Sudbury P3C 1T8
Phone: (705) 674-3200

Toronto
Advocacy Centre for the Elderly
20 Holly Street, Suite 405
Toronto M4S 2E6
Phone: (416) 487-7157

Advocacy Resource Centre
for the Handicapped
40 Orchard View Blvd., Suite 255
Toronto M4R 1B9
Phone: (416) 482-8255

Bloor Information and
Legal Services
835 Bloor Street West
Toronto M6G 1M1
Phone: (416) 531-4613

Canadian Environmental
Law Association
243 Queen Street West,
4th Floor
Toronto M5V 1Z4
Phone: (416) 977-2410

Central Toronto Community
Legal Clinic
364 Bathurst Street
Toronto M5T 2S6
Phone: (416) 363-0304

Centre for Spanish
Speaking Peoples
582A College Street
Toronto M6B 1B3
Phone: (416) 533-0680

Community Legal
Education Ontario
62 Nobel Street
Toronto M6K 2C9
Phone: (416) 530-1800

Downsview Community
Legal Services
520 Wilson Heights Blvd.
Downsview M3H 2V6
Phone: (416) 635-8388

East Toronto Community
Legal Services
932A Queen Street East
Toronto M4M 1J6
Phone: (416) 461-8102

Flemingdon Community
Legal Services
747 Don Mills Road, Suite 110
Don Mills M3C 1T2
Phone: (416) 424-1965
Phone: (416) 424-1984

Industrial Accident Victims
Group of Ontario
845 St. Clair Avenue West,
Suite 304,
Toronto M6C 1C3
Phone: (416) 651-5650
Phone: (416) 651-5686

Injured Workers' Consultants
815 Danforth Avenue, Suite 402
Toronto M4J 1L2
Phone: (416) 461-2411

Jane Finch Community
Legal Services
1977 Finch Avenue West,
Suite 201
Downsview M3N 2V3
Phone: (416) 746-3334

Justice For Children
720 Spadina Avenue,
Suite 105
Toronto M5S 2T9
Phone: (416) 920-1633

Landlord's Self Help Centre
110 Atlantic Avenue
Toronto M6K 1X9
Phone: (416) 432-4467

Metro Tenants Legal Services
366 Adelaide Street East,
Suite 203
Toronto M5A 3X9
Phone: (416) 364-1486

Mississauga Community
Legal Services
30 Stavebank Road North
Mississauga L5G 2T5
Phone: (416) 274-8531

Neighbourhood Legal Services
238 Carlton Street
Toronto M5A 2L1
Phone: (416) 961-2673
Phone: (416) 961-2625

Parkdale Community
Legal Services
1239 Queen Street West
Toronto M6K 1L5
Phone: (416) 531-2411

Rexdale Community Information
and Legal Services
1530 Albion Road
Rexdale M9V 1B4
Phone: (416) 741-1553

Scarborough Community
Legal Services
695 Markham Road, Suite 9
Scarborough M1H 2A4
Phone: (416) 438-7182

South Etobicoke Community
Legal Services
2755B Lakeshore Blvd. West
Toronto M8V 1H2
Phone: (416) 252-7218

Tenant Hotline
1215 St. Clair Avenue West
Toronto M6E 1B5
Phone: (416) 656-5500

York Community Services
1651 Keele Street
Toronto M6M 3W2
Phone: (416) 653-5400

Thunder Bay
Kinna-aweya Legal Clinic
233 Van Norman Street
Thunder Bay P7A 4B6
Phone: (807) 344-2478

Welland
Community Legal Services of
Niagara South
27 Division Street,
P.O. Box 128
Welland L3B 3Z5
Phone: (416) 732-2447

Crystal Beach Satellite Office
48 Lincoln Street
Crystal Beach L0S 1B0
Toll free from Welland:
Phone: (416) 894-4775
Phone: (416) 382-2536

Windsor
Legal Assistance of Windsor
85 Pitt Street East
Windsor N9A 2V3
Phone: (519) 256-7831

Appendix 4

Legal Aid Area Offices

Barrie
114 Worsley Street
Phone: 737-3400

Belleville
150 Front Street
Phone: 962-9634

Brantford
111 Darling Street
Phone: 759-4250

Brampton
11 Queen Street East
Phone: 459-6633

Brockville
32 Wall Street
Phone: 342-5421

Chatham
48 Centre Street
Phone: 352-1631

Cobourg
24 Covert Street
Phone: 372-2432

Cornwall
139 Pitt Street
Phone: 932-4756

Fort Frances
400 Scott Street
Phone: 274-9571

Goderich
44 North Street
Phone: 524-9612

Gravenhurst
195 Church Street North
Phone: 687-3700

Guelph
27 Douglas Street
Phone: 824-0170

Hagersville
91 Main Street South
Phone: 768-1312

Hamilton
119 Main Street East
Phone: 528-0134

Hawkesbury
102 Main Street East
Phone: 632-9009

Kenora
154 Main Street South
Phone: 468-6722

Kingston
295 Brock Street
Phone: 546-1179

Kirkland Lake
12 Government Road West
Phone: 567-6696

Kitchener
133 Frederick Street
Phone: 743-4306

Lindsay
22 Peel Street
Phone: 324-6703

London
121 Queen's Avenue
Phone: 433-8179

Napanee
109 John Street
Phone: 354-4773

Newmarket
50 Eagle Street
Phone: 888-1575

North Bay
215 Oak Street East
Phone: 472-4893

Oakville
225 Church Street
Phone: 845-7591

Orangeville
70 First Street
Phone: 941-4745

Oshawa
74 Simcoe Street South
Phone: 576-2124

Ottawa
162 Lisgar Street
Phone: 238-7931

Owen Sound
945 Third Avenue East
Phone: 376-9130

Parry Sound
7 Miller Street
Phone: 746-4011

Pembroke
17 Pembroke Street West
Phone: 732-4903

Perth
10 Market Square
Phone: 267-3123

Peterborough
402 Water Street
Phone: 743-5430

St. Catharines
183 King Street
Phone: 685-1012

St. Thomas
16 Pearl Street
Phone: 631-1190

Sarnia
546 North Christina Street
Phone: 336-9371

Sault Ste. Marie
Court House
Phone: 253-9401

Simcoe
71 Norfolk Street North
Phone: 426-5780

Stratford
91 Brunswick Street
Phone: 273-1050

Sudbury
144 Elm Street West
Phone: 673-8182

Thunder Bay
33 North Court Street
Phone: 345-1972

Timmins
192 Third Avenue
Phone: 264-9473

Toronto
70 Centre Avenue
Phone: 598-0200

Walkerton
22 Jackson Street South
Phone: 881-0407

Welland
80 King Street
Phone: 735-1559

Windsor
42 Pitt Street West
Phone: 255-7822

Woodstock
524 Dundas Street
Phone: 539-2381

Appendix 5

Regional Ombudsman Offices

Kenora
223 First Street South
Kenora P9N 1C2
Phone: (807) 468-3091

North Bay
P.O. Box 508
North Bay P1B 8J1
Phone: (705) 476-5800

Ottawa
#702, 151 Slater Street
Ottawa K1P 5H3
Phone: (613) 345-9235

Thunder Bay
213 Red River Road
Thunder Bay P7B 1A5
Phone: (807) 345-9235

Timmins
81 Balsam Street South
Timmins P4N 2C9
Phone: (705) 268-2161

Toronto
125 Queen's Park
Toronto, M5S 2C7
Phone: (416) 586-3300

Windsor Field Office
P.O. Box 3275
Tecumseh, Postal Station "P"
Tecumseh, N8V 2M4
Phone: (519) 974-6166

London Field Office
P.O. Box 1019
Station "B"
London N6A 5K1
Phone: (519) 432-1117

Sault Ste. Marie
P.O. Box 723
Sault Ste. Marie
P6A 5N3
Phone: (705) 759-2871